

Case Study | Fairfield Fire Department, Ohio

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## Fairfield Fire Department Returns to Emergency Reporting



Photo Courtesy of Fairfield Fire Department

### Company

Fairfield Fire Department, Ohio

### Profile

Fairfield Fire Department is comprised of three stations that employ 18 full-time firefighter/paramedics, with support from 44 part-time staff members, five full-time senior officers and a Fire Investigations Unit.

They are committed to serve the community beyond daily emergency readiness, with numerous educational classes in everything from CPR and Bicycle Safety to EMS Continuing Education.

Fairfield's motto is to prepare its

citizens for a time of crisis and to educate them on how to avoid danger before it happens. ([www.fairfield-city.org/fire](http://www.fairfield-city.org/fire))

### The Challenge

Once a prior Emergency Reporting Customer, the Fairfield Fire Department discontinued service after three years to a competitor's software based system.

"Unfortunately we switched to Firehouse Software; that proved disastrous," states department Chief Don Bennett.

"Firehouse was unbelievably difficult to work with, lacked any local support, and their tech

services was miserable," explains Chief Bennett.

The Fairfield Fire Department needed a program that allowed them the ability to sync information from a reporting system to their medical billing services, and complete community risk assessments while eliminating the need for system upgrades and technical support.

"Each and every time we completed an upgrade, multiple problems occurred causing stress between our IT Division and the Fire Department," states Chief Bennett.

The ability to complete mobile reports was also a major problem using the competitor's software.

“We were also victimized by the use of Firehouse Mobile which was a complete ‘train wreck’, was unbelievably difficult to work through, and caused our medic units to remain out-of-service anywhere from 20-45 minutes additional simply to attempt entering a report,” voices Chief Bennett.

### **The Search**

After a multitude of frustration the Fairfield Fire Department decided to give Emergency Reporting a second look.

“While attempting to obtain a trial version we began to take a look at ER [Emergency Reporting] a second time only to realize they had grown and expanded their services beyond our expectations,” explains Chief Bennett.

### **The Solution**

Once the Fairfield Fire Department re-implemented the Emergency Reporting system, they discovered just how powerful the tool really was.

“Emergency Reporting reduced our out-of service time for our medics by literally 20%,” states Chief Bennett. “Our average out-of-service time was reduced from 55 minutes to less than 30, simply due to our ability to enter the EMS reports in a ‘user friendly’ environment.”

The Fairfield Fire Department prides itself on their level of preparedness.

“We can easily see how quickly our personnel return to quarters and we are fully staffed should a structure fire occur,” states Chief Bennett.

Additionally Emergency Reporting was able to reduce spending in their IT department.

“Clearly the cost savings due to licensing, users, ect, has saved us thousands of dollars per year by eliminating the bogus support agreement required by the other

previous vendor,” explains Chief Bennett.

“Perhaps the most valuable improvement has been both the morale of our personnel and our EMS Privacy Officer who is responsible to QA our reports,” states Chief Bennett.

Emergency Reporting is pleased to superseded the expectations of a previous customer that has found their way back to us. “

“Needless to say we have returned and become a loyal and dedicated customer of Emergency Reporting,” states Chief Bennett.



Photo Courtesy of Fairfield Fire Department