

Panama City Fire Department

Upgrades to Emergency Reporting



A Case Study by



**EMERGENCY
REPORTING®**

The Most Trusted Fire & EMS Records Management Solution



About Panama City Fire Department

The Panama City Fire Department serves a beautiful coastal community in Northwest Florida, with a population of approximately 35,000. The department is composed of three divisions (Operations, Training, and Fire Prevention), and crews operate out of five firehouses with a total staff of 83 personnel working together to accomplish the single goal of protecting their community from the perils of fires and other emergencies.

Along with the duties involved with Incident Response, the department's daily scheduled duties include maintaining, testing, and repairing firefighting and rescue equipment, daily training activities, conducting pre-fire tactical surveys of buildings located within the City of Panama City, and more. The department also has a Florida Urban Search & Rescue Type II Technical Rescue Team and a Dive Rescue Team, and operates a 500 GPM 27-foot Fireboat. In addition, the department runs a BLS medical service and responded to about 5,200 calls for service in 2017.



Making the Switch

To stay on top of these daily duties and streamline their incident reporting and station management, the department uses a records management system. They used FIREHOUSE Software for many years, but eventually found it to be inadequate in meeting their needs. So, they decided to switch to a more comprehensive incident reporting and data management system – which led them to Emergency Reporting (ER). According to Training Chief Scott Flitcraft, the department has been thrilled with the outcome since making the switch.



Training Chief Scott Flitcraft

and their recommendations regarding dispatch, turnout, and response times.

Chief Flitcraft says the transition was easy. “We began by instituting incident reports and the daily log feature in early 2016,” he said. “Then we began to utilize the other features, one month at a time, and now are fully keeping almost all records on ER.” One of the biggest benefits, he says, is having the ability to track their fractile times to determine how they are doing according to ISO

Welcome Panama City Fire Department ER-Administrator
 Tuesday, November 7, 2017
 Last Login: 11/07/2017 17:20:25

Department Name: Panama City Fire Department
 Station: 3 - Station 3
 Shift: [Change Station/Shift](#)

Daybook
 System Notifications:

Start	End	Log Details	Personnel
11/07/2017 17:00	11/07/2017 18:00	Activity: Training - Company Training Station: 3 - Station 3 Details: Firefighter Training; Physical Fitness Lead Instructor: Head, Gilbert	Fuente, Justin # Kinkade-Rupert,
11/07/2017 16:21	11/07/2017 16:25	Activity: Alarm - Alarm Response Station: 5 - Station 5 Apparatus: E-5 Details: Incident 2017-04739 - Dispatched & cancelled en route: Apparatus E-5 responded to ST ANDREWS BLVD View Incident	Daly, Scott; Tate Carlos
11/07/2017 16:00	11/07/2017 17:00	Activity: Training - Company Training Station: 2 - Station 2 Details: Firefighter Training; Physical Fitness Lead Instructor: Demro, Howard	
11/07/2017 15:10	11/07/2017 15:21	Activity: Alarm - Alarm Response Station: 1 - Station 1 Apparatus: E-1 Details: Incident 2017-04738 - Passenger vehicle fire: Apparatus E-1 responded to E 11TH ST View Incident	Fleeman, Jerom Vege, Oscar

Daily Log screenshot

Panama City Fire Department
 Panama City, FL
 This report was generated on 11/07/2017 7:29:17 PM

Apparatus Compliance Percentage for Response Time for Response Mode for Incident Type for Zone for Date Range
 Incident Type: All Incident Types | Response Mode: Lights and Sirens | Zone: All Zones | Compliance Time: 00:07:00 | Start Date: 01/01/2017 | End Date: 12/31/2017

COMPLIANCE per APPARATUS

Apparatus ID	# RESPONSES		% COMPLIANT
	COMPLIANT	NOT COMPLIANT	
436R	1	0	100.00%
436R	10	0	100.00%
Boat1	0	1	0.00%
CHF3	0	1	0.00%
E1	267	24	91.75%
E-1	556	66	89.39%
E3	130	11	92.20%

Compliance Report screenshot



ER Comes in Handy During an ISO Audit

Having ER proved to be especially helpful during the department's recent ISO visit in July 2017. "As this was my first ISO audit in my current position, my stress level was at an all-time high prior to the audit," Chief Flitcraft says. "But with ER, the process was incredibly simple compared to the horror stories of years past. The function of running a search for the types of training ISO is concerned with and filtering out all others made my life easy. The hours tracked for each of our members for Driver/Operator Training, Hazmat Training, Facilities Used at our Training Academy, Company Training, and Officer Training were all able to be filtered out and downloaded into an Excel spreadsheet."

Training Code Hours for Standard for Personnel for Date Range

Excel Download
Text Download

Reports > Training > General > General > Training Code Hours for Standard for Personnel for Date Range

Panama City Fire Department

Panama City, FL
This report was generated on 11/7/2017 7:35:01 PM

Training Code Hours for Standard for Personnel for Date Range
Passed/Failed: Both Passed and Failed | Personnel: All personnel | TrainingStandards: ISO-580.B Company Training
Start Date: 11/01/2017 | End Date: 11/30/2017

Code Category	Code	Date Completed	Code Hours
ISO Company Training	Apparatus Tools & Equipment	11/02/2017	1:00
ISO Company Training	Hose Practices	11/02/2017	1:00
ISO Company Training	Physical Fitness	11/02/2017	1:00
Total Hours for Braddt, John			3:00

Brock, James

Code Category	Code	Date Completed	Code Hours
ISO Company Training	Hose Practices	11/01/2017	1:00
ISO Company Training	Physical Fitness	11/01/2017	1:00
ISO Existing Driver Operator Training	Driver Training	11/01/2017	1:00
Total Hours for Brock, James			3:00

Cajote, Matt

ISO Standards Report screenshot

ER Makes Life Easier for Everyone at Panama City FD

Having ER software has also helped the Panama City Fire Department streamline its processes. Chief Flitcraft describes some of the many benefits of having Emergency Reporting software: "[ER] is simple to use when completing fire reports, EMS reports, training entries, occupancy management information, inventory and maintenance. We are able to better track our times to see where improvements can be made and where 'pats on the back' are deserved. And having the ability to access the program from anywhere is a huge benefit compared to the old days of being attached to a server."

Implementing powerful, easy-to-use, mobile software is just one of the many ways Panama City Fire Department is doing everything it can to operate at its maximum potential and ensure that its citizens are getting a quality emergency response as fast as possible when they find themselves in need. As Fire Chief Alexander Baird says, "When a citizen dials 911, they know that they will receive a quick response from the well trained and dedicated firefighters of Panama City."

Photos courtesy of the Panama City Fire Department



If you're interested in learning more about how your department can benefit from making the switch to Emergency Reporting, contact us at <https://explore.emergencyreporting.com/contact-us/> or 1.844.752.6066 opt 2
For a free trial, visit <https://explore.emergencyreporting.com/get-a-free-trial/>