

A photograph of three firefighters in full yellow protective gear, including helmets and jackets with reflective stripes. They are standing in front of a wall that is being sprayed with water, creating a misty atmosphere. The firefighter in the center is seen from the back, while the others are partially visible on either side.

# An Ohio Fire Department Explains Why Emergency Reporting is the Best Option

A Case Study by



**EMERGENCY  
REPORTING®**

The Most Trusted Fire & EMS Records Management Solution



## About Painesville City Fire Department

Painesville City Fire Department in Ohio responds to both fire and medical emergencies with 27 full-time career firefighters and 10 part-time firefighters. Its mission statement is "To Protect Life and Property." The Department operates out of one station, providing coverage to an area of approximately seven square miles with an estimated population of 18,500. They respond to over 4,000 calls per year. The Department also provides EMS service to the level of paramedic and has a minimum of two paramedics on duty each day. They respond to approximately 2,000 EMS calls annually.

The Painesville City FD provides the following services:

- Fire suppression
- Fire investigation
- Emergency Medical Services (EMS)
- Rescue
- Hazardous materials response
- Fire prevention
- Public education

The Department used FIREHOUSE Software for their reporting management system (RMS) for over 13 years but decided to find something better after experiencing too many limitations with their old software.



# Switching Software Was Easy with Emergency Reporting

The Department's fire chief, Mark Mlachak, said some firefighters were initially resistant to the change because the idea of learning how to use new software seemed daunting. But they soon learned that Emergency Reporting makes switching an easy and painless process. "Emergency Reporting is more user friendly and flows better than FIREHOUSE. The ability to select what you need and the fact that it tells you where your mistakes are makes it really easy to use," Chief Mlachak said. "Our firefighters like that it saves as it goes and allows you to exit the run at any time."



Mark Mlachak, Fire Chief since 2002, has over 36 years of service with the Painesville City FD.

*Emergency Reporting is more user-friendly and flows better than FIREHOUSE!*

## Many Benefits of Making the Switch

Aside from the ease of use and simple flow of Emergency Reporting software, Chief Mlachak said there were many other reasons why it has been the superior RMS platform over FIREHOUSE Software – including cost, efficiency, mobility and customer support, to name a few.

### On Cost and Productivity:

"Emergency Reporting cut our annual costs while giving us greater access to our data as well as increased functionality. FIREHOUSE Software was costing us \$3,065 annually and we had five licenses, which meant only four people could be on the system at a time. Now we have unlimited concurrent access, which means all my people can log on and get their reports done without waiting.



"We also tried FIREHOUSE's mobile EMS system at a cost of around \$350 per license per year; we had two licenses but were never able to get the system to work right and it never went online."

## On Efficiency:

"In the field, it takes much less time to input calls with Emergency Reporting. On the administrative end, it's easier and faster to search and run reports. And I like the ease of downloading information to Excel."

## On Mobility:

"We like being able to use Emergency Reporting on the go. My inspector takes his tablet and a portable printer with him on inspections and I don't see him in the office until he is done for the day – and he is more productive than ever before. The mobility is hands down better and more cost effective than FIREHOUSE ever was."

## On Customer Support:

"Emergency Reporting has been and continues to be very customer-oriented. The customer service team has always been great to work with. They return calls and emails and truly make you feel like you and your business count."

In addition to world-class customer support, Chief Mlachak pointed out that Emergency Reporting is very receptive to customer input. "You can submit requests for improvements and/or changes; these requests are then put up for review and voting by all customers. The changes/improvements are then driven by us, the customers," he said.



With new updates and product enhancements to the reporting system, as well as the ongoing addition of key industry partnerships that offer access to even more cutting-edge technology, Chief Mlachak knows that the benefits keep coming: "We have not even scratched the surface of the capabilities of the Emergency Reporting system and we continue to find more ways to benefit from it."

# The Only System Recommended by the County Fire Chief's Association

According to Chief Mlachak, the County Fire Chief's Association recently looked at Fire and EMS records management systems to try to standardize throughout the county. It was a two year process and in the end the recommendation was that Emergency Reporting met or surpassed all the criteria set out by the Association - at a reasonable cost. Emergency Reporting was the only system to receive a recommendation.

Chief Mlachak echoes the Association's conclusion. "I truly feel that Emergency Reporting is the best system available at a reasonable price," he said. "My department will continue to use ER as long as I am the chief. I will never go back to FIREHOUSE."



Images courtesy of Painesville City Fire Dept.

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