

## **CASE STUDY**

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# **LIBERTY FIRE DEPARTMENT**

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Saving Time and Leveraging Data  
with ESO Fire Incidents



**Liberty Fire Department in Missouri**, wanted to better serve their personnel and community with quality data and informative reporting but found data entry and extraction to be too unwieldy with their previous software. Instead, they needed a software solution that would not only make daily operations easier but deliver powerful reporting tools to develop benchmarks and track KPIs. After a careful hands-on and instructive selection process, Liberty Fire Department is now using several ESO products — Fire Incidents, Electronic Health Record (EHR), Quality Management (QM), and Personnel Management (PM) — to help achieve their ultimate goal of improving and enhancing patient care.



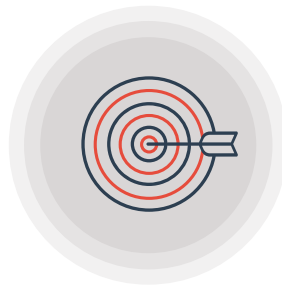
**eso**

**FIRE  
INCIDENTS**



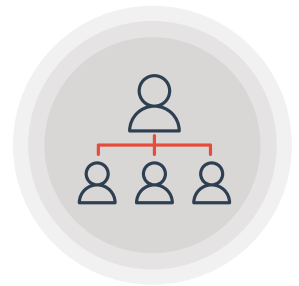
**eso**

**EHR**



**eso**

**QUALITY  
MANAGEMENT**



**eso**

**PERSONNEL  
MANAGEMENT**

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## THE CHALLENGE

The role of data within the fire and EMS industries has gained a significant amount of attention and momentum in recent years, and it certainly isn't slowing down. Using data, agencies can identify trends, gaps and opportunities that can enable efficiencies, improvements and developments in public safety and patient care. However, many departments struggle with the use and capabilities of their software which can make entering data, analyzing reports, and improving firehouse operations overwhelming and frustrating.

Liberty Fire Department wasn't immune to the challenges of using cumbersome software every day. "We struggled with data entry and extraction using our previous system," noted Liberty Fire Chief Mike Snider. It was time to uncover a new system which would help the department improve the utilization of their data in order to enhance their operations, training, and patient care.

## QUICK STATS

**4,400**  
**Calls Per Year**

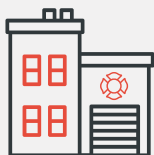


**3** **ALS Apparatus**



**2,500-2,600**  
**Patient Transports Annually**

**29** **Square Miles**



**3 Stations**

### Goals in Software Selection



Easy to use



Advanced quality of data and reporting



Leverage data and insights to evaluate training needs and improve patient care



Boost efficiencies in the organization



Save time extracting data



Share accurate and helpful data with internal and external partners

Chief Snider began the selection process by looking at what nearby agencies were using to get a sense of the pros and cons of each system from actual users. “We had neighboring entities that were already using ESO products, so having that first-hand use by others was great,” added Snider. As their primary focus was to find a software where personnel could enter data easily, quickly, and accurately to ensure the input, and thus export, of good data, they need to see the software live and in-person. The ESO team provided Chief Snider and his crews a hands-on, real-world experience with the software and set up a sandbox environment to use for field testing. With no instruction, his crews were able to use it immediately and encountered no issues. “That spoke volumes right away. I knew that they would be the ones to give the honest opinion, so it was great to see how quick and easy it was for them to use,” stated Snider.

Another significant factor in the decision-making process was ease and breadth of capability of data reporting functionalities to provide insight into the organization. In the past, Liberty Fire Department has not always had the resources to use or share the data they collected so it was important to them to have the ability to utilize their data for educating the public and bringing accurate information and awareness to city council. “Having the data sent back to me so quickly and easily can give me the ability to relay information to city council on call volumes, treatments, etc. I can also provide data to our department on response times, scene times, and other helpful information to them,” added Chief Snider.

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**“AFTER HANDS-ON TESTING OF ESO FIRE INCIDENTS, WE FOUND THE CAPABILITIES TO BE FAR SUPERIOR FOR OUR PERSONNEL THAN ANY OTHER SYSTEM.”**

**FIRE CHIEF MIKE SNIDER**

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The ease of use, data capabilities, and field crew experience made ESO Fire Incidents the top choice for Liberty Fire Department.

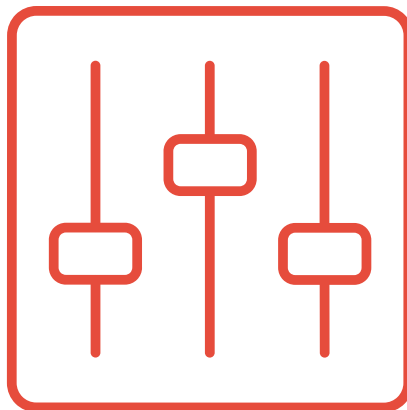
Implementation went smoothly, especially with the assistance of the ESO implementation team. At the time of purchase, Liberty Fire Department needed to implement the ESO software very quickly and the implementation team made it happen with a painless process. In addition to a straightforward implementation, the services ESO provides to customers to assist with learning and using the software were valuable to Chief Snider and his department. "Utilize the training and resources at ESO; you'll have great success."

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**"ESO IS WILLING TO LISTEN,  
ADDRESS ANY ISSUES, AND  
THEY WILL HELP YOU."**

**FIRE CHIEF MIKE SNIDER**

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After making the decision to switch to ESO and using the reporting tools, the department has begun refining the data to start uncovering where improvements are needed. "Our goal is to provide the best service and care possible, so having the ability to use data to evaluate our training needs will ultimately allow us to improve and enhance patient care," said Snider. Additionally, Liberty Fire is using the data output to analyze their performance across different areas of firefighting which has allowed for valuable benchmarking. "All of these reports provide me with insight into how individuals are doing within our organization - their skill levels providing ALS services, response times, scene times etc. Having this insight allows us to measure the success rate of our organization, which we can then compare to the state, regional, and national levels," noted Snider.

Liberty Fire Department is looking forward to the long-term impact of using ESO products and the ability to continually refine their data and improve efficiencies within the organization. "Anything we can do to refine the data collection time will give us insights into where we need improvements. Or the data may show that we are doing well in those areas and we don't need to spend time and money addressing them. So, it will improve overall efficiencies in our organization," adds Snider.

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**"THERE HAS BEEN A  
REDUCTION OF MY  
EFFORTS TO GET THE  
SAME OR BETTER DATA  
THAT I WAS GETTING  
AFTER MANY HOURS  
OF WORK."**

**FIRE CHIEF MIKE SNIDER**

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## **WHY ESO:**



Easy access to data  
for improved reporting



Fool-proof usability for quick,  
accurate and complete data entry



In-depth reporting capabilities  
for superior operational insight

### **LEARN MORE:**

**ESO SUPPORTS FIRE DEPARTMENTS ACROSS THE COUNTRY  
WITH SOFTWARE FOR PATIENT CARE RECORDS, NFIRS REPORTING,  
PREPLANS, INSPECTIONS AND MORE.**

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