![aladtec logo] Online Employee Scheduling & Workforce Management Solutions

Photo by Bridget Gandee / Mentor Fire Dept. Photographer

City of Mentor (Ohio) Fire & Rescue

B efore he transitioned to City of Mentor Fire Dept. Public Education Specialist, firefighter-paramedic Jerry Craddock recalls the hassles of trying to check a schedule, request time off, see Kelly Day requests or swap a shift.

He'd either need to drive to the station or phone in, then ask a busy co-worker or administrator to go and check a paper schedule posted somewhere. If crews were on a call, he'd leave messages and hope for a timely call-back.

When Mentor Fire & Rescue made the shift to Aladtec, life became easier.

"It was crazy, but when we got Aladtec, it all became so organized," said Craddock. " I know that for me, personally, when I got it -- WOW -- I thought, we are definitely going in the right direction."

It didn't take rank and file employees long to embrace the online system, Craddock said.

"There was quick acceptance. It streamlined what was once a chore. I believe that if they took Fire Manager away from us, there would be a mutiny."

Mentor Fire & Rescue operates three shifts from five stations across the city. Scheduling and related functions of requesting time-off, change requests and notifications are the most popular Aladtec functions with staff. Craddock really appreciates his ability to post events for any given day and station.

A recent month's calendar on Mentor Fire's site reminded all firefighters of a diving drill, a uniform inspection, an evening Scout tour at one station and a ride along at another. Craddock also posts parts of his schedule when he needs help from on-duty staff; a "Read with Kids" at the public library or a fitness demonstration at a local middle school. If he wants an available engine to arrive near the end of his session, he posts the request.

"I'm 33 years in the career. Communication is so important. It's something we do at shift changes -- transfer information. What's going on? Maybe an alarm system is down at the local

MENTOR, OH

Detroit ○

○ Pittsburgh

Columbus ○

Department Info:

Roster: 120 FT & PT firefighters.

Calls: 7,852 (1,024 fire, 6,039 EMS, 789 service) in 2016.

Service area: Approx. 27 sq. miles, pop. 47,000.

Apparatus: 8 engines, 2 ladders, 9 ambulances, hazmat, technical rescue & dive team trailers.

Challenges: Eight miles Lake Erie shoreline, passenger & freight rail corridor, I-90 & State Route 2 & 20 thoroughfares.

Special skills: Dive team; Technical Rescue team serving Ohio Region II.

Aladtec users since 2012

Neighboring agencies also using Aladtec:
Concord Township, Willowick, Wickliffe, Chester Township, Pepper Pike, Village of Woodmere, Highland Hills, Bainbridge, Valley View and Cuyahoga Heights fire departments; Mentor-on-the-Lake, Perry Village, South Euclid and Chagrin Falls police departments, and Chagrin Valley Dispatch Center.

hotel, or the cops told us to be aware of a possible arsonist or we've had to help Mrs. Jones off the floor three times this week and she'll probably call again so the key is in the mailbox."

"The exchange of information is so important. Having forms, schedules and being able to come and see what's going by looking at a phone --" the whole team benefits.

Mentor Fire leaders have used Aladtec's "form configurator" to design any of 37 different documents from hose testing and rig checks to personnel matters like Kelly trades and OT/comp time explanations. They've even assembled a "Weird Building Report" so medics and firefighters can make note of dangerous conditions they encounter in the field -- unstable roofs, excessive trash or unsanitary living conditions. Forms are automatically sent to the appropriate recipient upon completion.

Craddock isn't involved with department purchasing or administrative decision-making but says Mentor Fire leadership past and present adheres to a culture of "being good stewards of the taxpayer's dollar.

"If they're going to give us the support, we want to use (those resources) to support Mentor and its neighboring communities."

Efficiencies provided by the Aladtec software platform compliment that standard, he said.
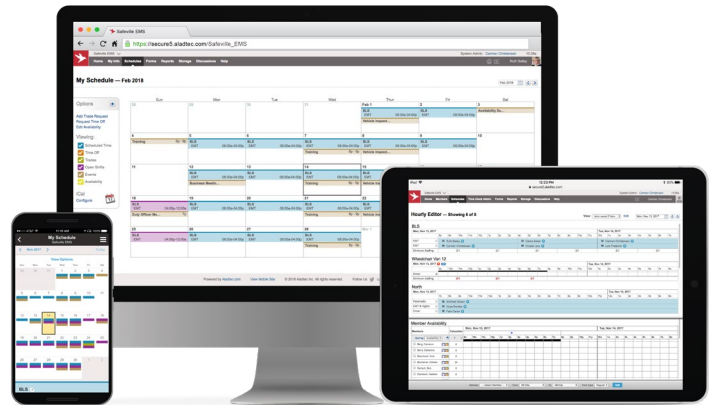
Aladtec provides online employee scheduling and workforce management software to 2,000-plus organizations, primarily within the Public Safety Sector. Customers count on Aladtec constantly to help save time, improve efficiency and enhance communications. The company is headquartered in River Falls, WI. For information about our affordable platform or to try a free demo, please visit: www.aladtec.com

Jerry Craddock

Public Education Specialist Jerry Craddock has spent his entire fire safety career at the City of Mentor, joining as a part-time firefighter in 1985. He has been a full-time firefighter/paramedic since 1992 and a water rescue dive team member since 1994. Craddock assumed the department's education specialist role in early 2016.