

MAKING FIRE SAFETY MOBILE



“Right Fitting” Technology for Fire Inspectors Leads to Efficiencies via iPads



CITY OF LONDON STRATEGIC PLAN 2011-2014 - MISSION

To be a respected and inspired public service partner

TECHNOLOGY SERVICES DIVISION - IT STRATEGY

Enable Growth & Service Excellence via Improved Organizational, Service, Information & Technology Supports

CHALLENGE

Fire Inspectors were completing paper forms and then transferring the information to their desktops, leading to inefficient workflow and an administrative over-burden.

INVESTMENT

At the initiation of a “tech champion” at Fire Services, who was empowered and supported through collaboration with TSD, Fire Inspectors were given iPads, a new reporting system, and the ability to complete inspection reports while on site.

BENEFITS

- Maximize Inspectors' Productivity – Less Time on Administrative Tasks, More Time on Value-Added Work
- Mobile Inspection with One-Step, On-Site Data Entry
- Increased Accuracy of Inspection Reports
- Re-Allocation of Available Desk-Tops for Training Purposes

BIGGER PICTURE

By implementing mobile inspection capabilities, Fire Inspectors have experienced a 25% increase in efficiency and have more time to devote to value-added tasks, including a higher volume of site inspections.

HISTORY

Fire Inspectors were using a prevention module to complete site inspections that was cumbersome and bulky, and that required them to input information multiple times in order to produce the data they needed. Dissatisfied with the way things were working, Colin Toth began brainstorming solutions and working with Ted Salhani at TSD to create a new graphic user interface that would be compatible with the Fire Inspectors' existing database.

Over an eight to nine month period, Colin and Ted developed a customized prototype and brought it forward to management. They gained full support, and the project became a completely joint initiative.

Today Fire Inspectors conducting mobile site inspections are equipped with iPads, providing information at their fingertips while they are out in

the field.

Productivity has skyrocketed and the costs of completing site inspections have decreased significantly.

The iPads cost \$15,000 less than the planned purchase of devices that would work with the old inspection system.

One-step information input has reduced inspectors' time at their desks, meaning they can spend more time in the field focusing on fire prevention measures and ensuring London is a safe environment.

This innovative solution is a direct result of business-driven, innovative problem solving and continuous collaboration between Fire Services and TSD.

There is no such thing as an “IT Project”. Every project is a Business Project!



MAKING FIRE SAFETY MOBILE



Results-Based Accountability Linking Success to Strategy

CITY OF LONDON STRATEGIC PLAN, 2011-2014

WHAT THE FIRE INSPECTORS SAY

"This has been a very collaborative, empowering effort between Fire Services and TSD. This project has resulted in huge savings - from the decreased amount of time required to file reports and reduced paper output, to reduced mileage used going back and forth to the office, to reduced cost of the devices themselves. Inspectors now have access to all of their daily tools on one device and can now be on the road about 80% of the time, with an increased productivity of at least 25% per inspector. We could not have done this without the programming genius of Ted Salhani and the support of TSD."

Colin Toth, 'Tech Champion'
at Fire Prevention and Investigation

FUTURE DIRECTION

Now that fire inspections have gone mobile, inspectors no longer need a large fleet of desktop computers. As a result, Fire Services may repurpose a large number of desktop computers, moving them to fire halls around the City for use in online training programs currently in development.

A Caring Community

- Londoners can feel safe in their neighbourhood
- Citizens have access to services that they need

IT STRATEGY

Service Strategy

- Improved operational processes
- Reduced the cost of providing the service
- Implemented a managed service program

Information & Data Strategy

- Improved decision supports
- Enabled collaboration and engagement

Technology Strategy

- Delivered business specific application

SERVICES LEVERAGED

- Business Engagement
- Modernized Approach
- Right-Fitting Technology

KEYS TO SUCCESS:

BUSINESS OWNERSHIP + TSD SUPPORT

- Empowering tech-champions within business units produces innovative solutions.
- Right-fitting computing devices to business need results in improved service and efficiencies.
- Citizen-centered service requires support from business and technology.