

# Fire & Inspection Integration

# Why integrate

- Opportunity to Consolidate Services around Common Theme of Safety
- Need to Enhance Customer Service
- Structure needed for effective service delivery
- Efficiency of shared information/resources between inspectors from both departments
- Opportunity for strong leadership from Fire Department

# Issues Identified

- Excessive production of paper records and files
- Lack of basic working tools such as volt meters, flashlights, cameras, etc
- Property maintenance problems
  - Practice for imposing fines for violations
  - Excessive accumulation of property liens
  - How to handle code violations and remedial actions with abandoned property
  - When to foreclose on property
- Lack of cohesive approach to building demolition

# Issues identified

- Lack of confidence amongst key stakeholders
- Need to hire additional building inspector
- Increase training for inspectors and other personnel
- Integrate Technology in the form of tablets, mobile field inspections, online access from field and other applications
- Lack of proper direction to employees
- Need to transform organizational culture to reflect key values

# Items Completed to Date

- Lien process cleaned up
- Foreclosure criteria developed
- Fine schedule updates being made
- Electrical ordinance updated for development benefit
- Housecleaning conducted
- Picture printing stopped

# Items Completed to Date

- Laserfiche purchased and integrated for document storage
- Deeds migrated to digital copies
- DMS integrated into Fire Prevention use to stop the typing of violation letters by office personnel
- Additional monitors purchased for clerical staff to increase efficiency

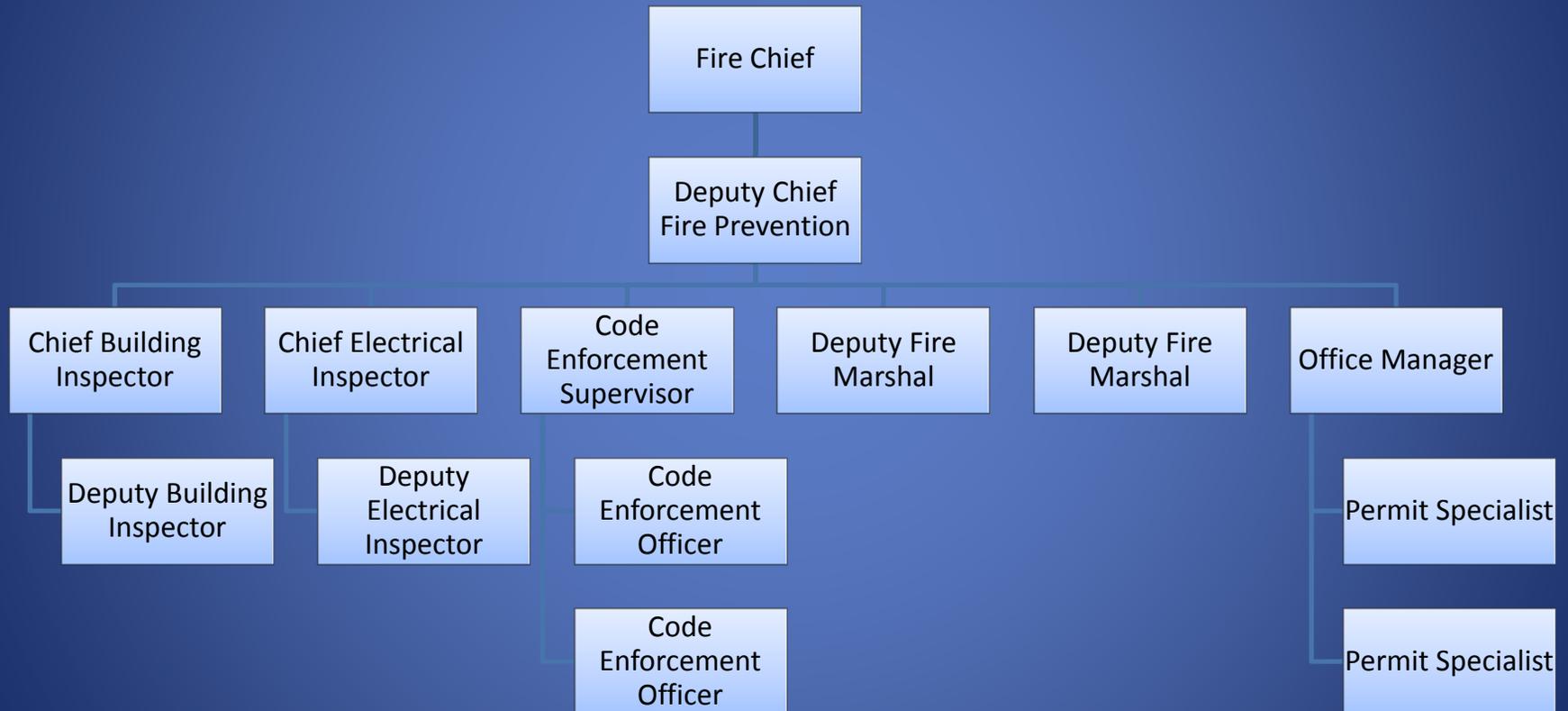
# Items Completed to Date

- H.T.E Training scheduled to increase usage and efficiency
- Migration to paperless has begun
- Restructured property maintenance and code enforcement into area of responsibility to increase efficiency
- Met with electrical and building contractors to address concerns

# What's Next?

- Mobile Field Inspections to be implemented for property maintenance and building inspections
- Online permitting
- Fast Track Permitting
- Decreasing the plan review time (In Progress)
- Increased level of customer service (In Progress)
- Office Renovation—customer friendly & secure for staff (In progress)

# Proposed Organizational Structure



# Recommendation

- Accept recommendation to integrate the inspection department as a division of the fire department
- Adopt proposed organizational structure
- Implement July 1, 2012