City of Wilson Overview

- Solutions focused on distinct needs

- Mobile vs. Wireless

Will Aycock, Assistant Director of Information Technology Services

The Challenge

How do we keep up with the growing demand for fire inspections without adding personnel?

Mobile Fire Inspections

- Addresses for pending inspections downloaded to mobile client each morning.

- Data entry complete in the field

- Report Printed in the field

- Copy of Inspection Report with narrative of Code Sections left with business
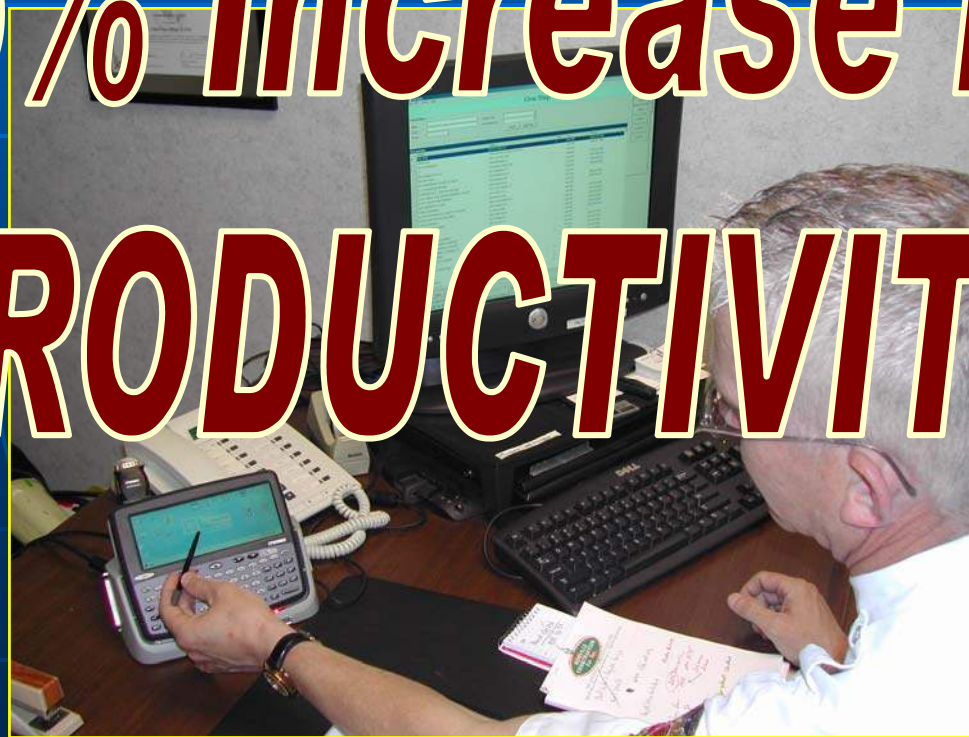
- 35% Increase in Productivity

Mobile Fire Inspections

- All daily activities uploaded after shift
- Provides accurate up-to-date information

35% Increase in PRODUCTIVITY
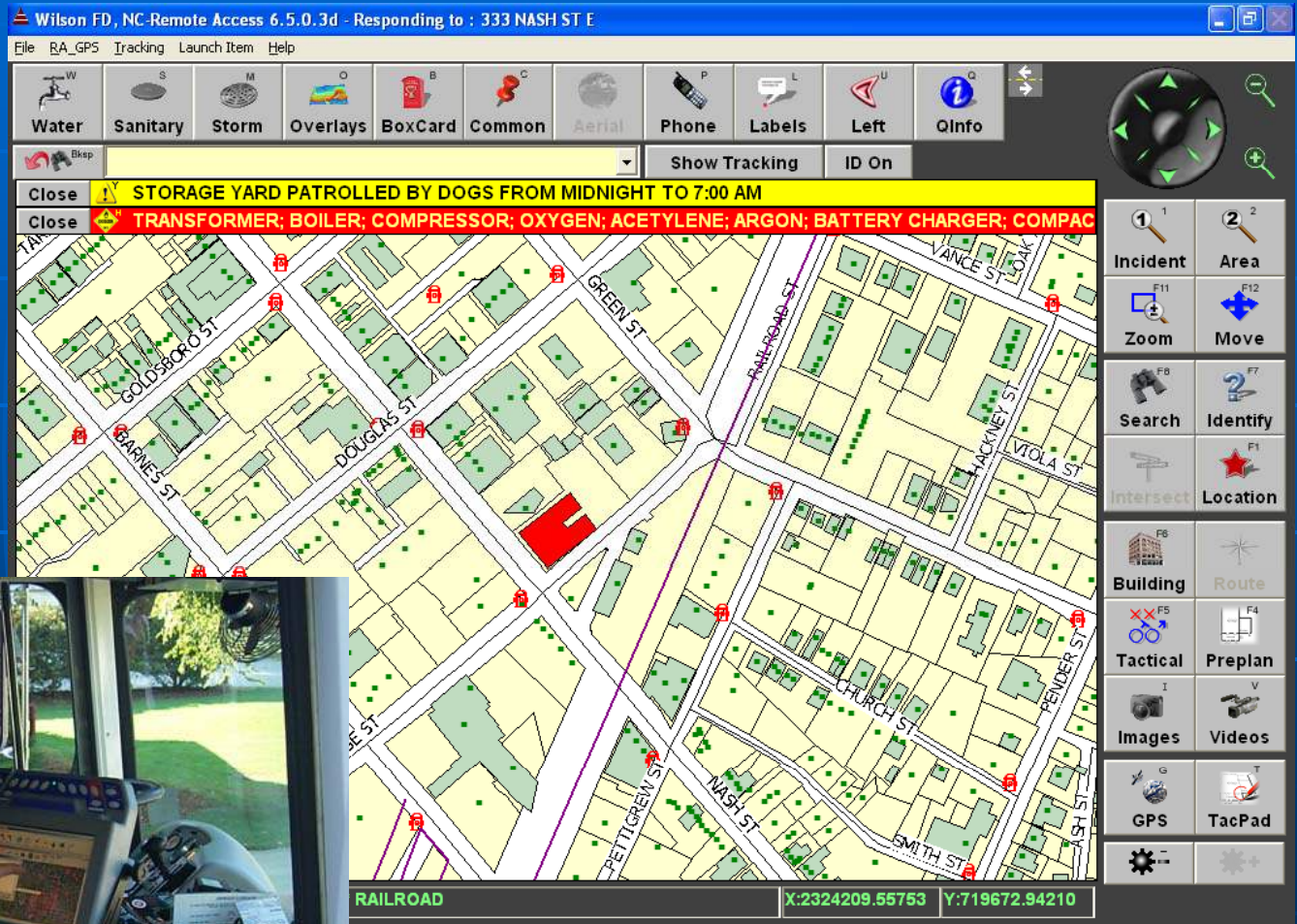
Increasing Efficiency

Mobile Fire Inspections

- Direct live communication to server
- Real time work prioritization updates

The Future

The Challenge

How do we provide first responders with information they need to more safely respond to incidents?

Enhancing Safety

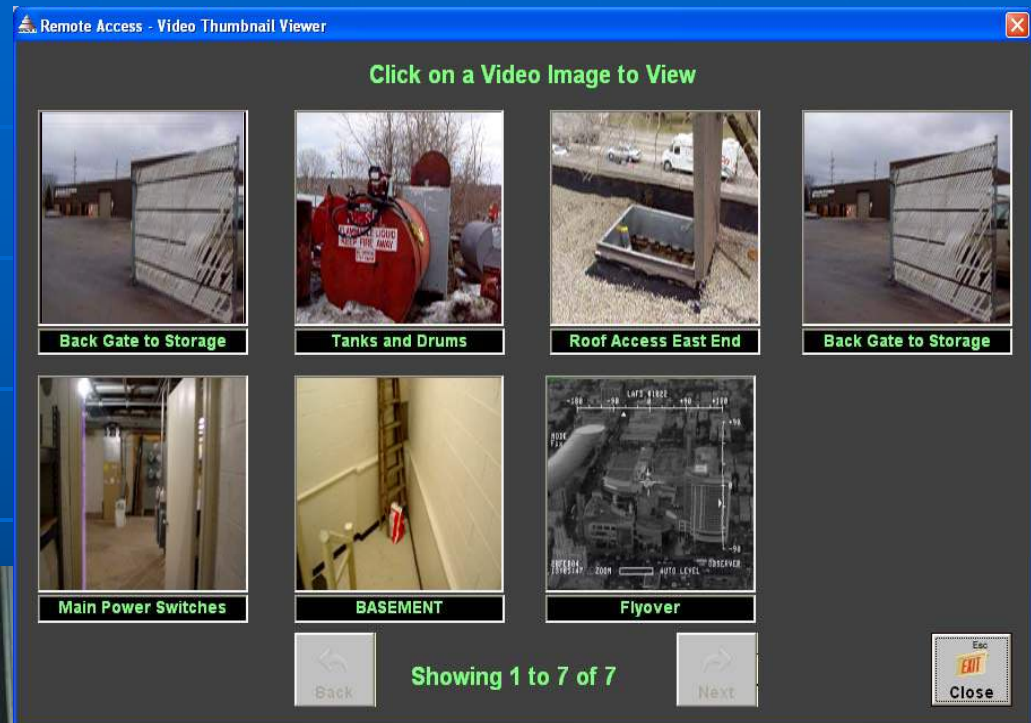# Mobile Tools for Emergency Response

• GIS Data Access in the field
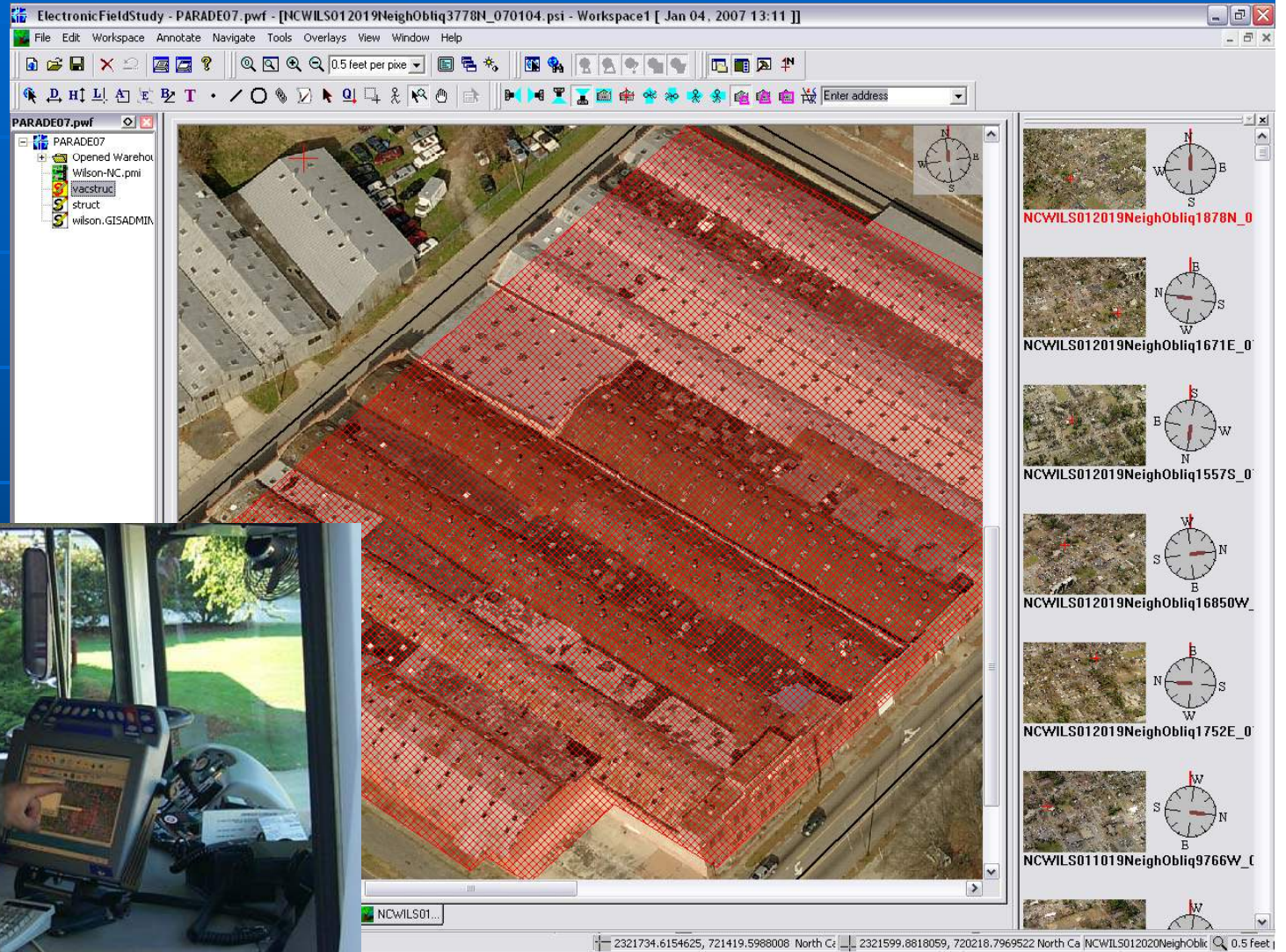

Enhancing Safety

Mobile Tools for Emergency Response

• Digital Photographs of Key Features in the field

Mobile Tools for Emergency Response

- Geo-Referenced Oblique Imagery in the field

Mobile Tools for Emergency Response

- Pre-Incident Surveys linked to Geographic Features

Mobile Tools for Emergency Response

- Annotated Floor Plans accessible in the field
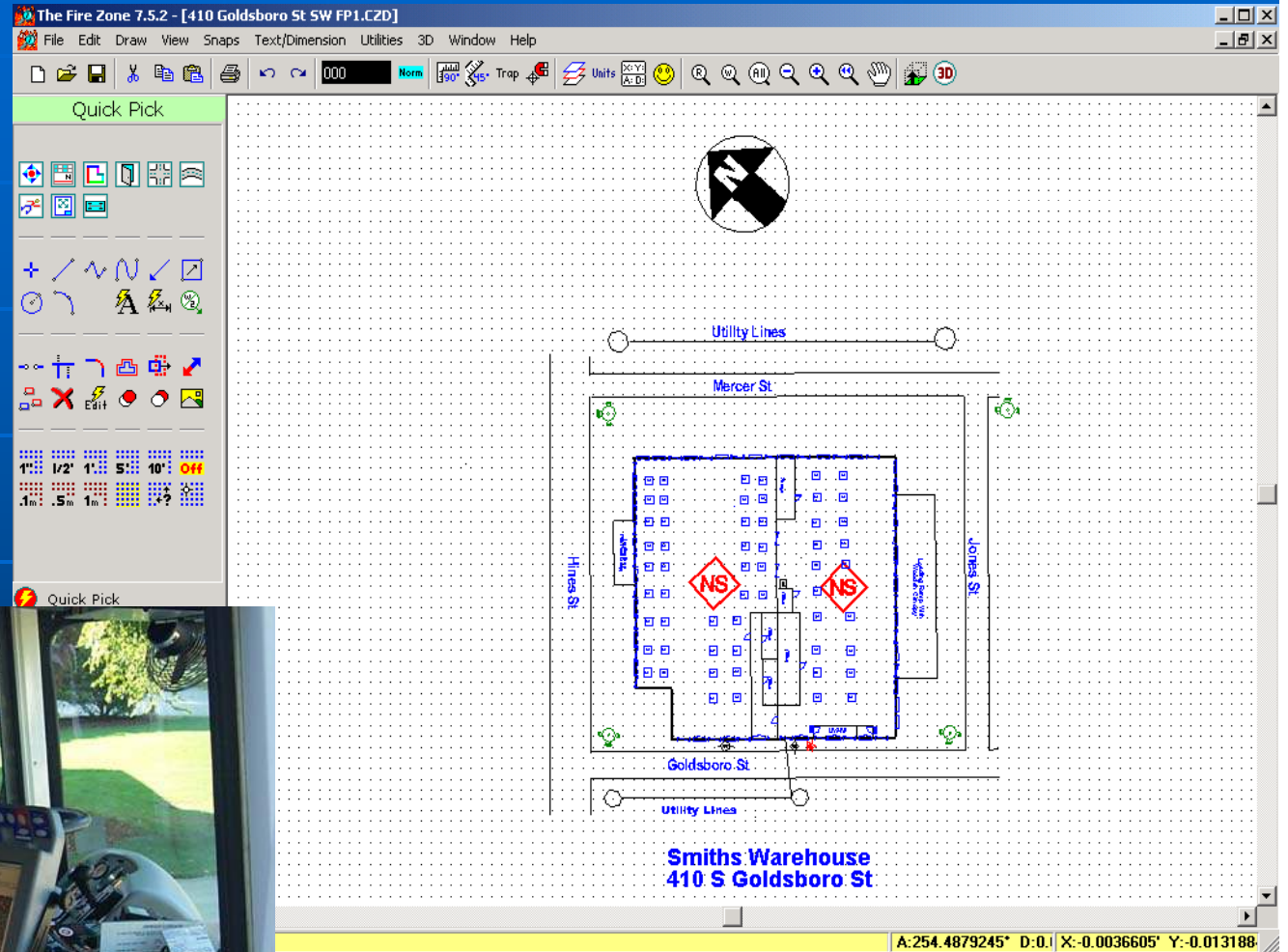
Mobile Tools for Emergency Response

- Automated Vehicle Location
  - Closest unit dispatch
- Live connection to Computer Aided Dispatch
- Silent Dispatch

The Future

The Challenge

How do we enable field personnel to quickly conduct sophisticated analysis during emergency situations?

Mobile Tools for Advanced Analysis

Fire under slab

Enhancing Safety

Mobile Tools for Advanced Analysis

• Mobile Isolation Tracing (automated location of isolation valves in the field)

Valves to Close

Break Location

Enhancing Safety

The Challenge

How do we leverage mobile wireless technology to benefit the Police Department?

In Field Reporting for PD

- Field Reporting
- Direct Integration with CAD

Increasing Efficiency, Enhancing Public Safety

The Challenge

How do we insure personnel from different departments using diverse toolsets are able to collaborate in the field during urgent situations?

Standards in Mobile Tools

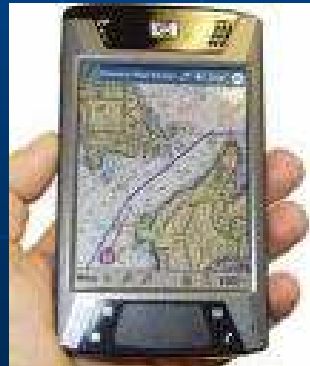*Enhancing Safety*

Mobile Platforms

Hardware

- Fujitsu Lifebook

- Panasonic Tough Book

- IPAQ

- BlackBerry

Increasing Efficiency

Mobile Client Applications

Software

- OSSI

- Arc View

- Arc Reader
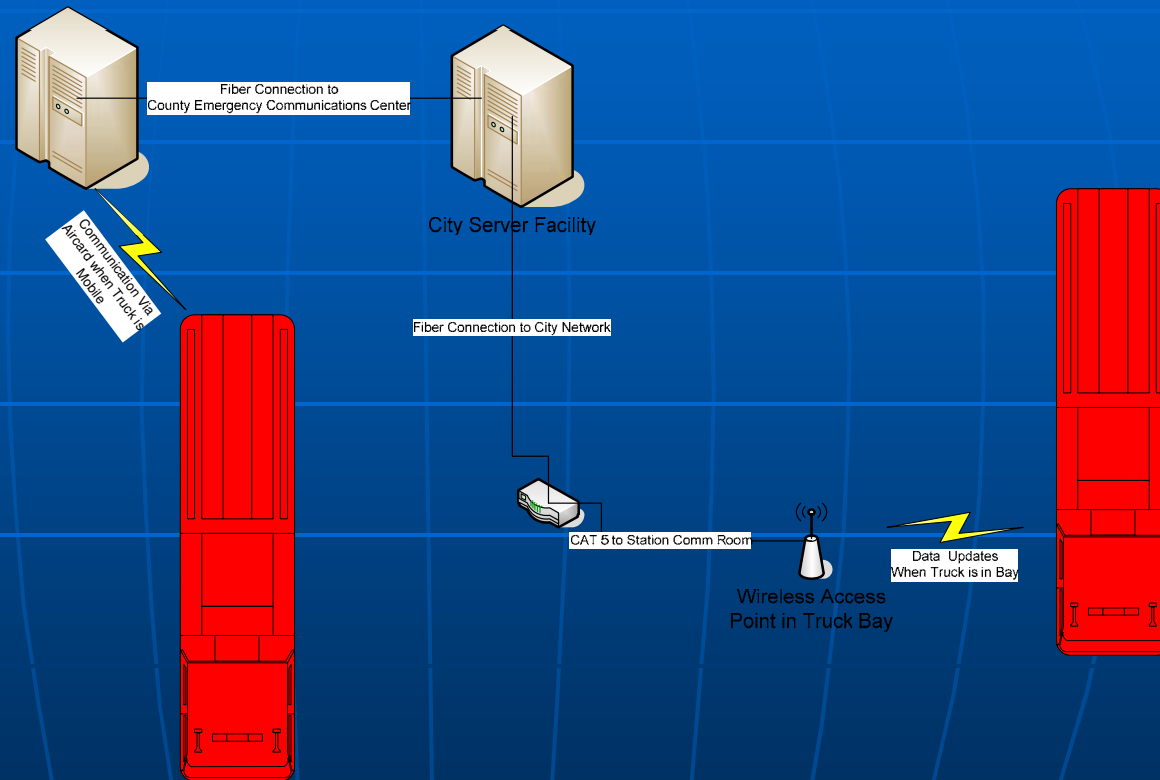
- Arc Pad

- Basic Web Applications

Wireless Infrastructure

Connectivity

- Wireless Hotspots
- Air Cards
- Cellular
- Netmotion

Security
- VPN
- Two Factor Authentication

Fiber Connection to County Emergency Communications Center

City Server Facility

Communication Via Aircard when Truck is Mobile

Fiber Connection to City Network

CAT 5 to Station Comm Room

Wireless Access Point in Truck Bay

Data Updates When Truck is in Bay

In Summary, mobile technologies…

- Increase efficiency

- Reduce the need for direct communication between office and field personnel.

- Allow staff to more quickly meet customer needs while in the field.

- Put data in the hands of people best suited to identify and correct errors.

- Allow first responders to better understand the hazards they face and plan to more safely respond to emergency situations.