

*i*Station Unites Firefighters and Administration in Maricopa

“We finally found a system our department will use!”

Lonnie Inskeep
Division Chief
 Maricopa Fire Department

The Maricopa City Fire Department is located in Arizona. As of 2010, the department has 50 Firefighters who need to be able to access and send out the same critical information in a timely manner. The Maricopa portfolio is comprised of 31.5 million square feet of facilities the department must be able to keep track of.

THE CHALLENGE

The Maricopa City Fire Department was a bustling fire department that was growing ever busier. Possessing a fragmented document system, an out of date system for handling maintenance requests and no central location for planning or scheduling, their current systems were neither efficient nor reliable. As a busy department that was only getting busier, an improvement to these systems was essential.

THE SOLUTION

Developed specifically with fire stations in mind, Buildingi’s *i*Station was the ideal solution. Built on the SharePoint platform and utilizing standard SharePoint functionality, *i*Station provided a central collaboration portal where they could manage documents, maintain schedules/planning, and easily administer maintenance requests.

Central Collaboration Area

Maricopa City Fire Department previously lacked a single area in which they could operate. Through the implementation of *i*Station, Buildingi provided a central location for scheduling, planning, and collaboration. Utilizing SharePoint calendars, SharePoint team workspaces, SharePoint bulletin boards, and SharePoint lists, Buildingi was able to implement a singular destination that allowed users to manage an assortment of tasks. Undertakings such as maintaining equipment lists, scheduling, and administering staff assignments could now be completed easily in a central location.

Document Management

Prior to *i*Station, the Maricopa City Fire Department’s document management system consisted of file shares, documents on user’s local machines, and email. Through the use of *i*Station, Buildingi was able to implement enhanced document management capabilities, including features such as document versioning, change control, and document collaboration, while also maintaining document integrity.

Maintenance Requests

Previously sent through Outlook, maintenance requests were a cumbersome task to both submit and manage. With the implementation of *i*Station and the use of data view forms, SharePoint lists and SharePoint workflows, maintenance requests could be easily submitted and managed. Users were now able to effortlessly submit standardized maintenance requests via a single data form that was then automatically recorded and routed to the correct receiving party. Requests could then be easily managed and completed through a single location.

RESULTS

On October 1st 2010, Buildingi and the Maricopa City Fire Department launched the Maricopa City Fire Department *i*Station SharePoint site. The new *i*Station provided a central location that encouraged communication and collaboration as well as provided an efficient and intuitive singular location for managing tasks and scheduling. Maintenance requests more than quintupled, collaboration and communication between fire stations, as well as shifts, increased, and scheduling could now take place in one location instead of being managed across paper calendars in each fire station. Since its launch, *i*Station has become an important instrument in helping the Maricopa City Fire Department run more efficiently and manage a bustling fire department.

Improvement	Effect
Enhanced document management capabilities including features such as: document versioning, change control, and document collaboration, while also maintaining document integrity	Provides users an efficient and intuitive singular location for managing documents.
SharePoint data view forms, SharePoint lists and SharePoint workflows	Allows maintenance requests to be easily submitted and managed through a single location.
SharePoint calendars, SharePoint team workspaces, SharePoint bulletin boards, and SharePoint lists	Provides a central location that encourages communication and collaboration and provides an efficient and intuitive singular location for managing tasks and scheduling.