



Alameda County Fire Department

ACFD uses Landport for all on-demand and Preventive Maintenance work orders



FAST FACTS

Organization	Alameda County Fire Department (ACFD)
Industry	Government
Challenge	Update old ad-hoc paper system of work orders and PM
Solution	Implement Landport's Internet Driven™ Facility Management System
Results	Employee satisfaction in managing facility maintenance and repairs has improved dramatically

SUMMARY

The Alameda County Fire Department (ACFD), serving a combined urban and suburban area of roughly 500 square miles with a daytime population of 394,000 people, relied primarily on spreadsheets and primitive bookkeeping methods to track equipment, apparatus, and work orders. Realizing that they could no longer rely on manual methods like voicemail, email, spreadsheets and hardcopy work orders, they began a search for technology to increase efficiency, improve the level of service provided to employees and gain better control over their facility management costs. They chose Landport, who migrated ACFD from their previous, ad hoc model to a robust, efficient online system. Landport is currently utilized by ACFD for all on-demand and Preventive Maintenance work orders.

CHALLENGE



Situated in the central San Francisco Bay Area in California is the Alameda County Fire Department, comprised of four operational groups, including special operations, fire prevention, administrative support services, and communications. The organization currently has four battalions, 35 fire stations, 27 engine companies, seven ladder truck companies and one heavy rescue vehicle. It also maintains a fleet of specialized equipment including air light support units, dozers, boats, and hazardous material response vehicles. ACFD employees approximately 375 people, along with over 100 reserve firefighters.

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RESULTS



Landport is currently utilized by ACFD for all on-demand and Preventive Maintenance work orders. The system enables ACFD to manage maintenance jobs and schedules, solicit competitive bids from service vendors, perform operational analysis, obtain detailed reports on vendor cost performance, etc. The level of satisfaction of employees with respect to facility maintenance and repairs has improved dramatically.

Alameda County Fire Department prides themselves on dedication to excellence. Using Landport's robust work order management system has given them the ability to significantly improve their facility management operations. The system has given them a powerful tool that sets them apart from other, similar organizations.

SOLUTION



After careful consideration of traditional software and numerous web-based services, ACFD selected Landport as their facility maintenance service provider in May 2012.

Landport provides the world's leading Internet Driven system for handling on-demand maintenance requests and Preventive Maintenance work orders. Landport enables ACFD to handle more work orders in less time and with lower costs. ACFD personnel are kept apprised of the status of their maintenance requests automatically, which is a major improvement over their previous, ad hoc approach. The result has been much faster and more efficient resolution of facility issues.

With over a decade of experience and a highly skilled technical staff, Landport migrated ACFD from their previous, ad hoc model to a robust, efficient online system. The account setup process began immediately following ACFD choosing Landport. Landport is simple and user friendly, making new account set up a breeze. The data required for setup was easy to collect. Landport worked closely with ACFD's administrative department to compile a list of facility locations, employees, equipment, service vendors and related information. Once the basic account configuration was completed, the system was then customized and tailored for ACFD's workflow. Comprehensive training was provided to employees.

"Landport has completely revolutionized our approach to ACFD facility management. They delivered beyond expectations."

Pete Pegadiotes
Fleet Services Manager