

# LAKE COUNTY, FL • CASE STUDY

a BlackBerry® mobile workforce solution from MobileHWY



- 21<sup>st</sup> fastest growing county in U.S.
- Encompasses 1,156 square miles with over 1,000 lakes and rivers
- 30 inspectors and administrators utilizing the MobileHWY solution
- Almost 500 inspections performed daily

*“Our inspectors no longer have a need to come into the office. They are able to download their inspections to their BlackBerry each morning and result those inspections in the field. This enables the County to complete more inspections with a higher level of customer service”*

- Ron Schwab,  
Chief Building Inspector,  
Lake County, FL



- Integration with Perconti CD Plus™
- Real-time access & store-and-forward
- BlackBerry® 7520's using SprintPCS
- All-in-one inspection, phone, direct-connect
- Builder and Contractor automation

## SITUATION

With the explosion of new home construction in Central Florida, the Lake County Building Services Division estimates that community growth has increased by close to 50%. The Building Services Division now processes upwards of 450 to 500 building inspections per day. With the increased demand, Lake County hired additional personnel and then looked to MobileHWY to help improve efficiency and customer service through the introduction of an innovative mobile workforce solution.

Lake County had already automated inspection request channels via Interactive Voice Response (IVR) and the Internet, but work load balancing and scheduling was still completed with paper. In the past, inspectors would come into the office each morning to pick up a print out of their daily itineraries. They would then trade inspections with other inspectors to maximize their itineraries and routes. After they completed their itinerary by hand, they would perform their inspections and either submit their inspection results in batches through the AIRS phone system or return to the office at the end of the day to enter inspection results into the Lake County Permitting & Inspection (P&I) System. Once these results were entered into the P&I system, they were then made available to the building community.

As the 21st fastest growing county in the United States, Lake County recognizes the importance of their regulatory responsibilities and ultimately the service they can provide their citizens. Their mission statement communicates these core values:

- To administer and enforce all building and licensing related laws, rules and regulations in order to protect the health, safety and welfare of the public.
- To provide the residents of Lake County with trained and qualified inspectors to perform building inspections in an efficient and timely manner.
- To provide the highest level of customer service by a fully-trained team dedicated to serving the public.

The growth in Lake County was impacting the department's ability to meet some of those objectives such as efficiency and timeliness. Any solutions brought to bear would also have to meet the other core values like 'protecting the welfare of the public' and the 'highest possible levels of customer service'.

## SOLUTION

Lake County worked with MobileHWY to implement a mobile solution for their inspectors that would streamline the overall inspection process. County inspectors were equipped with BlackBerry® handhelds and MobileHWY's Mobile INSPECTOR™ application. The BlackBerry® became their phone, Direct Connect® service, and inspection resulting device all in one. Inspectors were extremely receptive to the non-intimidating device and the easy-to-use interface.

Dale Greiner, Building Services Division Director stated, “we wanted to provide our inspectors with an easy to use, inexpensive device that would allow them to complete their daily tasks in one place without carrying a cumbersome laptop to construction sites. With the addition of the Mobile INSPECTOR™ application to the BlackBerry®, inspectors can now lookup inspection and contractor history, create new inspections in the field, and pass or fail inspections all through a few key strokes or clicks on the BlackBerry®. This greatly increases their daily efficiency and ability to service our customers.”

## RESULT

“MobileHWY's workforce solutions are designed to automate manual processes, provide real-time access to data, and increase overall efficiency,” states Rob Cummings, President of MobileHWY. “Lake County inspectors were able to realize these benefits within their first week of using the application. This has naturally increased their level of service to the contractors, builders, and residents of Lake County.”

MobileHWY and Lake County plan to further automate the builders and contractors that work in the County. Mobile CONTRACTOR™, MobileHWY's field automation application that can run on a mobile phone, laptop, or BlackBerry® is available for builders and contractors working in the area.

