

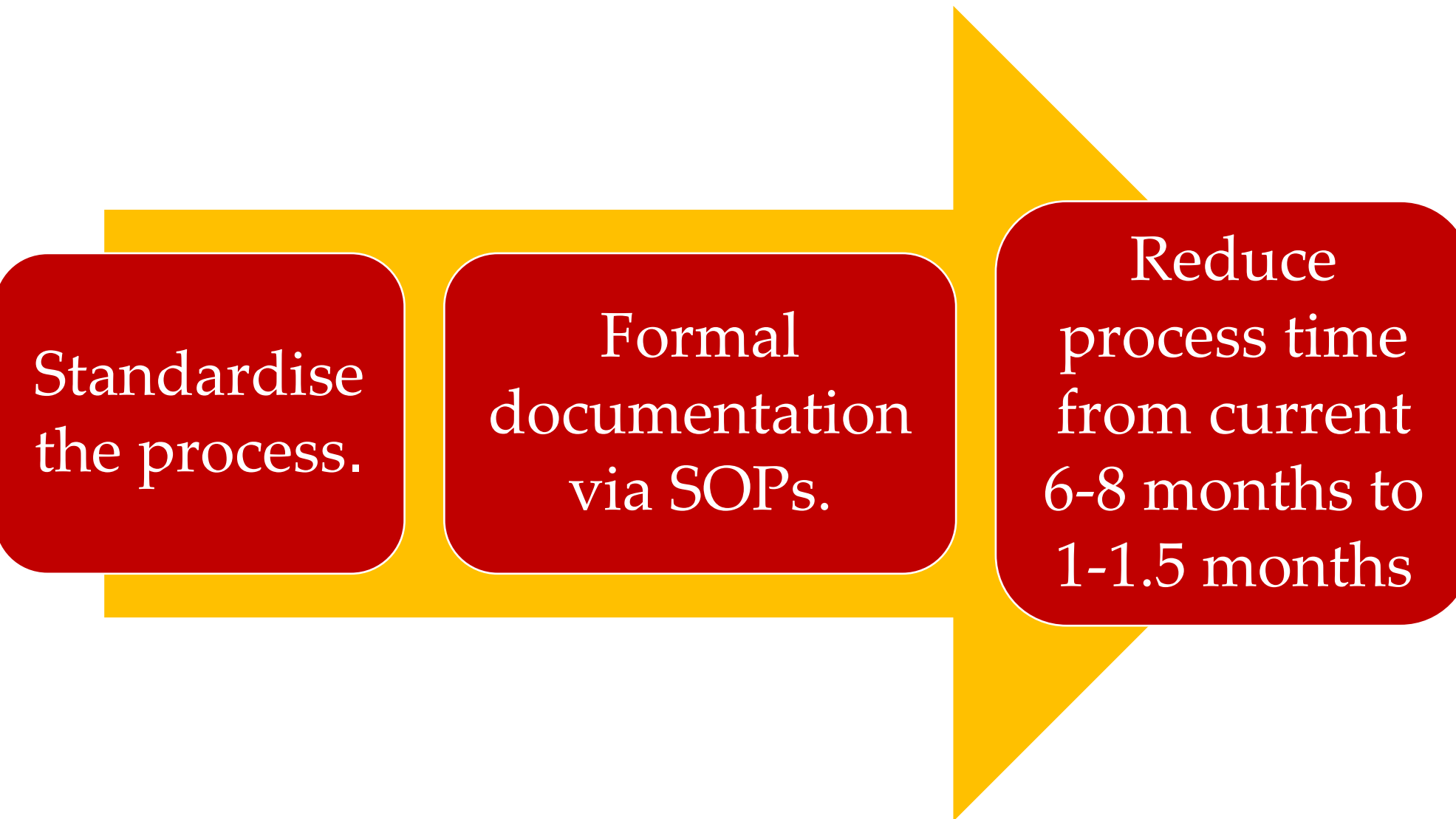
1. Background

- Halifax Regional Fire & Emergency's CAD system selects stations based on proximity and call type
- System updated often with changes to streets, speed zones, or addresses to ensure accuracy

2. Problem Statement

- The CAD updating process is slow due to a lack of formal documented processes and deadlines.
- This does not allow for the necessary changes to happen on time, and as a result, backlogs occur.

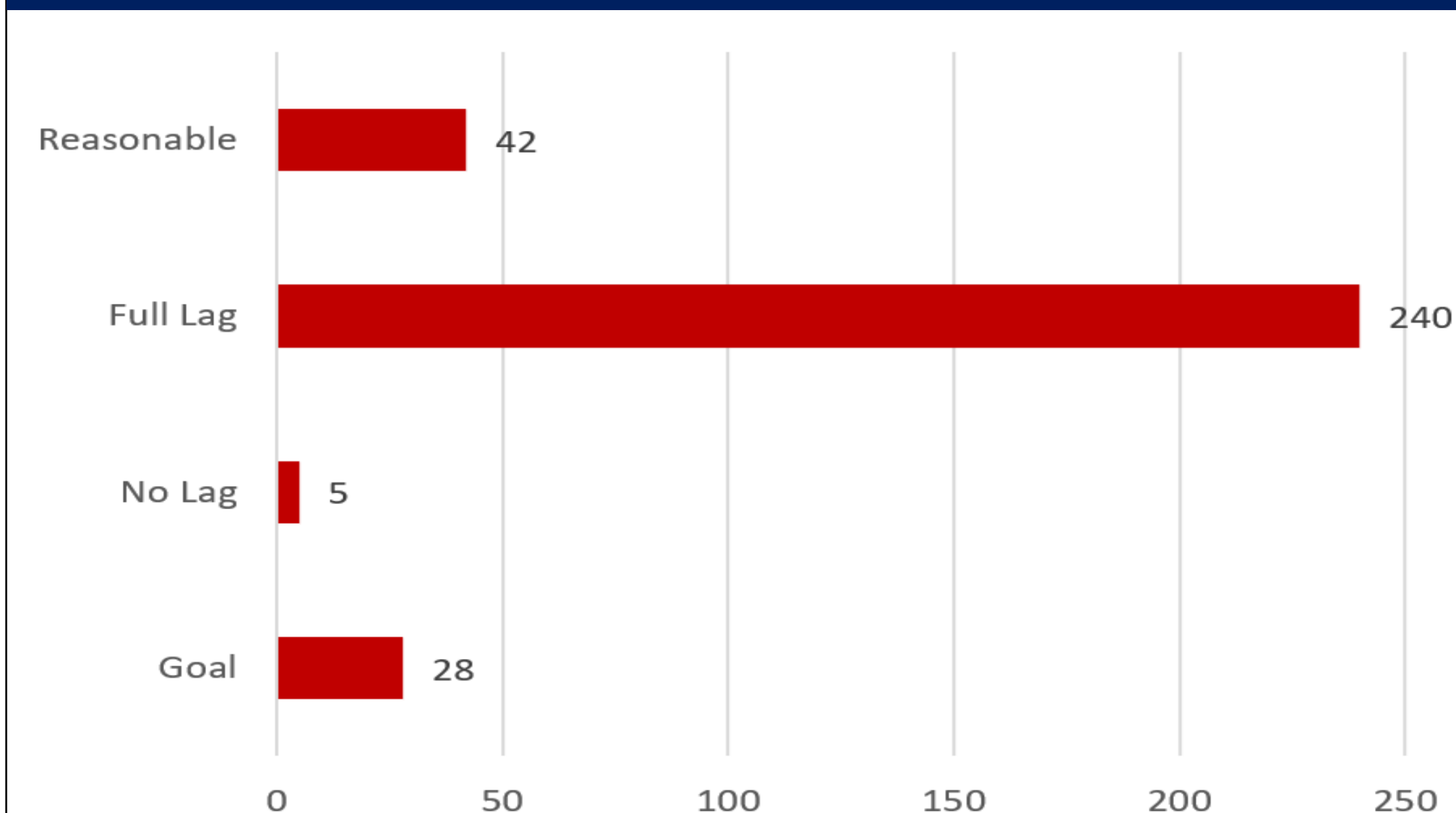
3. Objectives



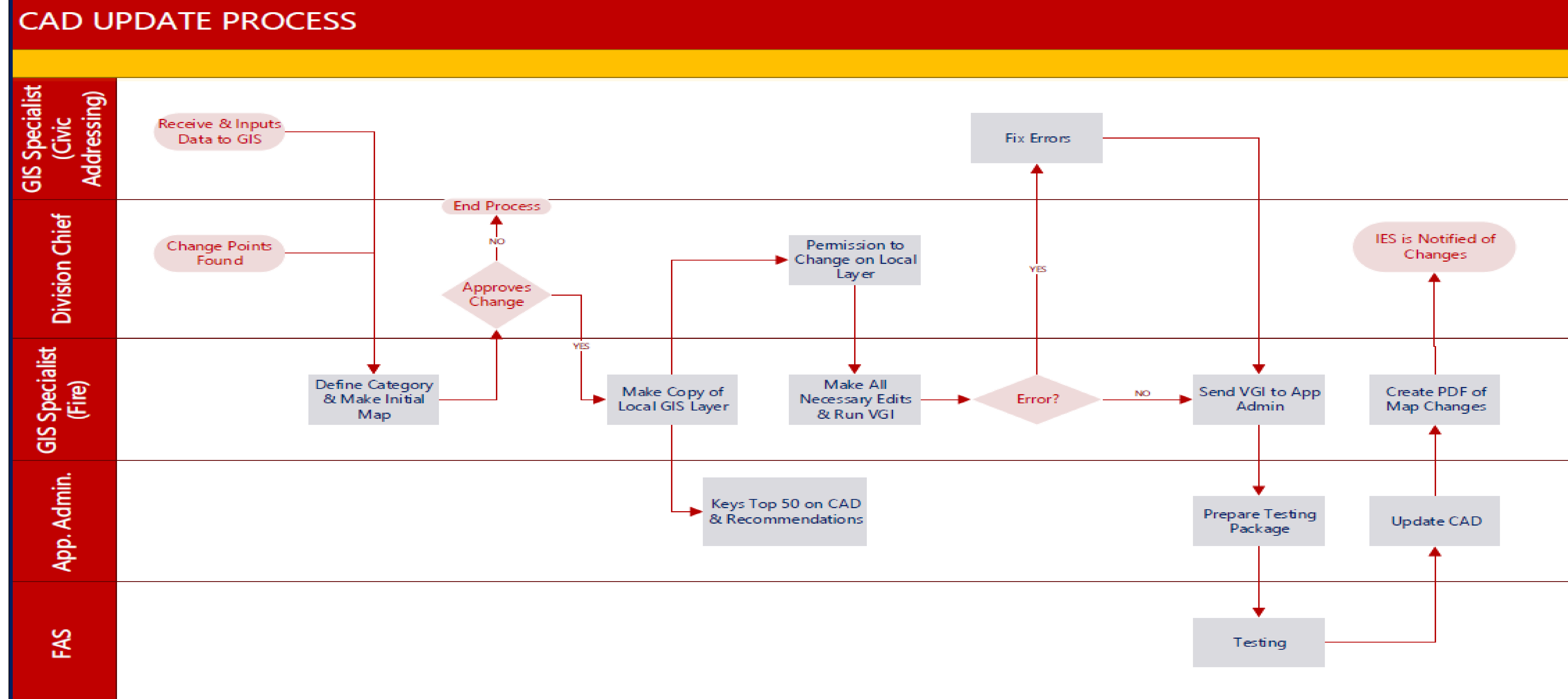
5. Methods & Calculations

- Interviews with stakeholders conducted
- Data for task and lag times collected
- Critical path found
- To reduce process time, lag time has to be reduced
- Initial calculations showed with reasonable lag times, process should take approximately 42 days

6. Project Cycle with Different Lag Times



4. Swimlane Diagram



Acronyms

- CAD: Computer Aided Dispatch
- GIS: Geographic Information System
- VGI: Versaterm Geographical Interface
- SOP: Standard Operating Procedure

6. Solutions

6.1. Process Maps

- Process maps created for each part of the process
- Ranging across all different stakeholders
- Total of 15 individual process maps
- Can be used to refer and jump between related processes



6.2. SOPs

- 15 SOPs
- Each SOP include Purpose, Scope, Term Definitions, Procedure, Responsibilities of the process

6.4 Future Developments

To reach the desired month-long process, lag times should be further reduced by 40%.

6.3. Dashboard

