



City of Davenport, Iowa Fire Department

www.cityofdavenportiowa.com/fire

Industry

Public safety

Government

Challenges

- Delivering time-sensitive information and training to widely dispersed department personnel
- Decreasing travel time and logistics planning for training
- Reducing cost and time required to develop training content

Solution

- Adobe Connect for eLearning
- Adobe Connect for Web Meetings

The Davenport Fire Department is using Adobe Connect to provide live and on-demand online training and meetings to emergency personnel for more efficient, streamlined distribution of critical information.

Results

- Enhanced message consistency across the department with daily online briefings
- Enabled rapid, reliable access to training content for 140 employees
- Reduced travel and logistics time by 33% each session for each station
- Expanded continuing education opportunities for department staff

Systems at a glance

- Adobe Connect

City of Davenport, Iowa Fire Department

Local fire department saves time and money while helping emergency workers save lives by accelerating training using Adobe® Connect™

Saving time, saving lives

In an emergency situation, every second counts. Knowing proper procedures, identifying warning signs, and making quick decisions can save precious time and possibly lives. For the City of Davenport, Iowa Fire Department, training firefighters to act swiftly and properly is critical to its operations and the safety of the community.

Located on the Mississippi River, halfway between St. Paul, Minnesota and St. Louis, Missouri, the Davenport Fire Department responded to more than 14,000 service requests last year. Training personnel, whether on firefighting or emergency medical services (EMS), is challenging given the department size, geographic response area, and large volume of service requests.

The department is made up of 11 companies and two 24-hour shift commanders located in seven stations throughout the 64-square miles of the City of Davenport. Having resources spread so widely throughout the community can make communicating vital information and training difficult.

In the past, relaying information and training staff were inefficient, slow, and expensive processes. Information exchange was typically done by phone, meaning that department leaders had to call each station and repeat the message to be delivered. Training was conducted on-site for each shift at each station, requiring painstaking planning to move resources to ensure that no coverage was lost. Overall, managers recognized that the training and communications model was inefficient, expensive, and created unnecessary challenges in providing services.

"We have a lot of information to deliver to a lot of people," says Brian Jacobsen, emergency medical services coordinator for the Davenport Fire Department. "Coordinating simple daily orders and scheduled training seemed to require more effort than was necessary and we knew there had to be a better way."

The department adopted the on-site version of Adobe Connect to streamline its communications and deliver efficient and easily available training for department personnel.

Hassle-free communication and coordination

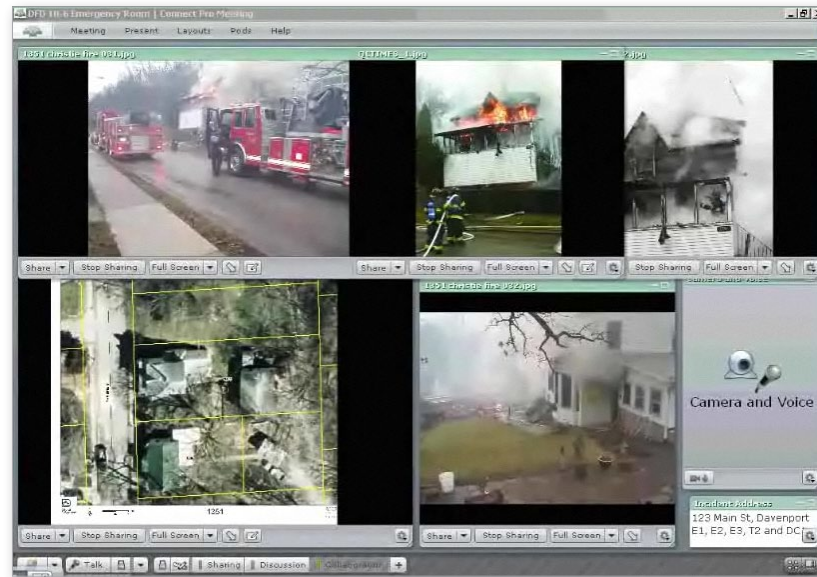
The Davenport Fire Department set out to revamp the manner in which it delivered critical information and training to personnel by providing readily available online training and meetings in real-time or on-demand. Traditionally, department leaders spent a fair amount of time on the phone coordinating daily department activities and reallocating resources to provide proper coverage while an engine company received training.

"On any given day, getting daily orders and information out to all of our staff members would require seven phone calls and repeating the same message seven different times," says Lieutenant Brian Mohr. "It was an inefficient process and relied heavily on second-hand sources to deliver messages correctly."

With Adobe Connect, department commanders can host regularly scheduled online staff meetings from persistent meeting rooms created in web conferencing software. Hosting meetings with the Adobe solution enables the commanders to communicate dynamically and directly with each firehouse simultaneously, saving time and eliminating potential miscommunications.

"The Adobe solution allows us to gather everyone at the same time once or twice a day for briefings," says Lt. Mohr. "We can record one message and share exactly the same information with everyone on each shift; we're able to maintain consistency, even if someone changes shifts."

With Adobe Connect, as shown to the right, the Davenport Fire Department provides its geographically dispersed staff with reliable access to rich, interactive training content at a fraction of the time and cost of on-site training.



"Adobe Connect makes it easy for us to provide outstanding ongoing learning opportunities for our staff. Not only can we reuse the content in the future to save time and money, but valuable information is now available to our people around the clock. They can access anything they may have missed regardless of whether they're in the firehouse or at home."

Brian Jacobsen
Emergency medical services
coordinator, City of Davenport, Iowa
Fire Department

More importantly, Adobe Connect enables the department to consistently deliver high-quality, interactive training to firefighters without the hassle of time-consuming resource planning and limit the strain on training personnel.

Before deploying Adobe Connect, arranging training meant taking an engine company out of service and relocating another company to take its place. With travel time and logistics, a one-hour training session routinely took three hours or more for each of the three shifts. "Adobe Connect gives us the ability to have one core training program and deliver it at once to everyone who needs it," says Jacobsen. "The real power in Adobe Connect is the continuity of the course delivery."

Expanding learning opportunities

The Davenport Fire Department chose Adobe Connect for its flexibility, rich-functionality, cost-effectiveness, and scalability. Unlike other solutions that the department evaluated, Adobe Connect enables the Davenport Fire Department to expand its educational offerings beyond standard training content.

The department now offers its staff continuing education classes such as the annual OSHA training and certification course for workplace safety, monthly topical studies assigned by firehouse leaders, and lectures and presentations from outside experts such as physicians specializing in emergency medical training.

The training courses are offered live or on-demand for convenient access and include built-in quizzes that test staff members' knowledge and retention of the information and allows commanders to accurately track training progress across the department. Meanwhile, presentations by the medical director—a local physician who regularly consults department staff about emergency medicine—are conducted from a central station and broadcast to other stations simultaneously.

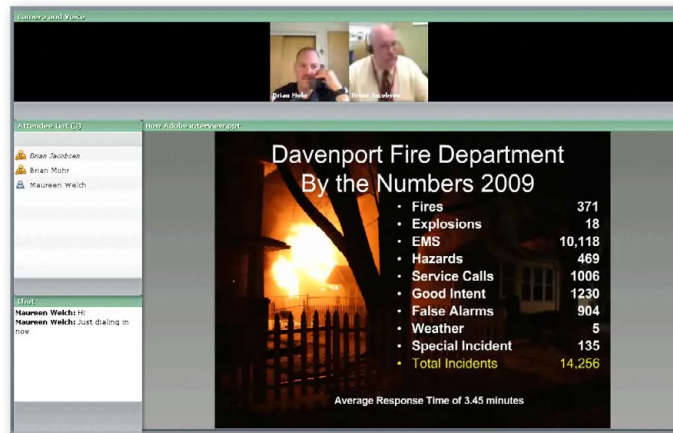
Since Adobe Connect is built on the Adobe Flash® Platform, participants need only the free Adobe Flash Player—already installed on 98% of the world's Internet-connected PCs—to access the rich training content and live, engaging presentations from any place, at any time.

"Adobe Connect makes it easy for us to provide outstanding ongoing learning opportunities for our staff," says Jacobsen. "Not only can we reuse the content in the future to save time and money, but valuable information is now available to our people around the clock. They can access anything they might have missed, regardless of whether they're in the firehouse or at home."

Scratching the surface

The success of the Adobe Connect implementation has been supported by the close collaboration among several city groups. The City of Davenport's IT department was instrumental in getting the software up and running quickly, while the Davenport City Council provided the essential financial backing to get the project off the ground.

The Adobe solution has helped the Davenport Fire Department transform the way it shares critical information and training. Previously, daily communications to dispersed staff and shifts required seven different phone calls and relied heavily on second-hand sources to relay messages. With Adobe Connect, information is now recorded once and that exact information is shared with each shift, helping to maintain consistency even if someone changes shifts.



"It's hard to put into words just how great the impact of Adobe Connect has been on our department. We can deliver critical information department-wide without rearranging everyone's schedule or shuffling all of our resources. We're operating in a more fiscally responsible manner because we won't have to spend hundreds of thousands of dollars every few years updating our systems."

Brian Jacobsen
Emergency medical services
coordinator, City of Davenport, Iowa
Fire Department

For the fire department, Adobe Connect has been instrumental in transforming the way the department shares information. Whether it's informal, on-the-spot instruction or structured training, the Adobe solution provides a cost-effective, efficient platform for instructors to engage with emergency response personnel.

The Adobe software has helped the department streamline its communications and training operations, saving precious time and money. "It's hard to put into words just how great the impact of Adobe Connect has been on our department," says Jacobsen. "We can deliver critical information department-wide without rearranging everyone's schedule or shuffling all of our resources. We're operating in a more fiscally responsible manner because we won't have to spend hundreds of thousands of dollars every few years updating our systems."

Given the success and positive impact of the initial launch of Adobe Connect, Jacobsen and Lt. Mohr expect that the department will continue to leverage the solution for more innovative and robust applications. "In the near future we're hoping to use Adobe Connect to unite all crisis management personnel in the city and for fire critiques within the department," says Jacobsen. "The solution is so flexible and has so many potential applications—we've really just scratched the surface."

For more information
www.adobe.com/products/adobeconnect



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