

“ Our expectation is that Xora will help the City to improve all aspects of its inspection services program, including employee accountability, citizen and customer satisfaction, and our ability to perform supervisory functions. In a very short period of time, we have seen and been able to quantify the value of the Xora solution, and look forward to its continued and expanded use throughout the Division. ”

— C.L. Googe, Administrative Assistant Principal for the Building Inspection Division

## City of Jacksonville



### Benefits

- ▶ Increase productivity by allowing inspectors to clock in from their first job location instead of having to drive to headquarters
- ▶ Use real-time job information from the field to improve customer service

### Challenge

Maximize inspector productivity and efficiency to improve the level of service to clients while reducing overall costs.

### Situation

The Building Inspection Division is a governmental unit of the City of Jacksonville, located in northeast Florida, that reviews permit applications, issues construction permits, and performs inspections to ensure code compliance. The Division is funded entirely from revenue generated by permit and service fees (no property taxes are used) and consists of 135 employees, including 65 Construction Trades Inspectors, 15 Building Code Enforcement Inspectors,

and 55 support, professional and supervisory personnel.

These workers are charged with performing site inspections, ideally within 24 hours of the time requested. Despite the best efforts of the City, demand for the services of the Construction Trades Inspector staff continues to outpace available staff time. The Division's primary goal is ensuring that inspectors spend the bulk of their time in the field versus the office.

### Solution

The City went live with Xora GPS TimeTrack™ in August 2005 and made it a priority to articulate the benefit of GPS tracking as a tool for improving productivity. For example, Xora can be used to verify an employee's location in response to citizen complaints regarding unsafe driving practices, or if a contractor or homeowner alleges that the inspector did not visit the inspection site.

Most importantly, inspectors are now able to report to work in the field rather than fight traffic to report to work at City Hall each day. This alone saves each inspector approximately one hour of office and travel time per

day. With 62 active Construction Trades Inspectors in the field, the result will be a savings to the City of approximately six man years over a 12-month period, valued at \$264,000 (as compared to an annual Xora expense of \$34,200). This savings does not include a reduction in fuel costs from fewer miles traveled by each inspector. Said another way, the Division would gain the capacity to perform an additional 22,500 inspections per year.

### Results

- ▶ After one year of using Xora, the City realized a savings of \$38,300 per inspector per year.
- ▶ Saved each inspector approximately one hour of office and travel time per day which equates to \$264,000 annually.
- ▶ Gained the ability to perform an additional 22,500 inspections per year.