

## Who We Are

---

Dave Mitchell and Associates Ltd. is a BC company established in 2000 that offers consulting services for all aspects of public safety operations. Our client list includes fire departments and governments at the provincial, territorial, regional and municipal levels in British Columbia, Alberta, Ontario, the Yukon and Northwest Territories. Our firm is independent and is not affiliated with any technology, apparatus or other product vendors.

Our services include:

- ◆ master fire plans
- ◆ fleet analysis
- ◆ fire hall location studies
- ◆ fire services reviews
- ◆ GIS analysis
- ◆ governance and bylaw reviews
- ◆ executive recruitment
- ◆ quality assurance programs
- ◆ technology procurement, implementation and support
  - Computer Aided Dispatch
  - Record Management Systems
  - Mobile Communications including mobile workstations
  - Fire Station Alerting
- ◆ planning, assessment and implementation of 9-1-1 systems
- ◆ public safety voice and data radio systems reviews
- ◆ communication centre design

- ◆ dispatcher recruitment and training
- ◆ occupational health and safety reviews
- ◆ organizational reviews and strategic planning
- ◆ executive coaching
- ◆ training including training centre reviews
- ◆ inspections and audits
- ◆ technical writing
- ◆ disaster recovery/business continuity plans



### **DAVE MITCHELL & ASSOCIATES LTD.**

P.O. Box 64618  
RPO Como Lake  
Coquitlam, BC  
V3J 7V7

Phone: 604-812-8951  
Fax: 604-552-8951  
E-mail: [dwmitchell@telus.net](mailto:dwmitchell@telus.net)

## **DAVE MITCHELL & ASSOCIATES LTD.**

---

## Technology Services



**Tel: 604 812 8951**

# Technology Services

---

## CAD Application Support

- ◆ procurement
- ◆ implementations
- ◆ system administration
- ◆ upgrade planning and support
- ◆ CAD data reporting and analysis
- ◆ GPS analysis and plotting
- ◆ business workflow analysis
- ◆ standardization

## Mobile Workstation Support

- ◆ Hardware Management
  - ◆ procurement
  - ◆ implementation
  - ◆ hardware management/maintenance
- ◆ Commercial Wireless Management
  - ◆ procurement
  - ◆ implementation
  - ◆ support
- ◆ Software
  - ◆ procurement
  - ◆ implementation
  - ◆ system management/maintenance
- ◆ GPS
  - ◆ configuration and implementation
  - ◆ GPS analysis and plotting
- ◆ Asset Tracking

## Fire Station Alerting

- ◆ system administration
- ◆ upgrade planning and support
- ◆ procurement
- ◆ implementations

## RMS Application Support

- ◆ procurement
- ◆ implementations
- ◆ system administration
- ◆ upgrade planning and support
- ◆ RMS data reporting and analysis
- ◆ business workflow analysis
- ◆ standardization

## Application Customization

- ◆ interface design and documentation
- ◆ testing
- ◆ implementation

## Training

- ◆ preparation of
  - ◆ training materials
  - ◆ job aids
  - ◆ IT support
  - ◆ training plans
- ◆ system and application training (conditions apply)

## Operational/Business Process Review and Systems Maximization

Do your CAD/RMS applications match your business process? Most agencies only use about 50% of their systems' functionality.

- ◆ business analysis and workflow modelling
- ◆ review and analyze support workflow
- ◆ development of system documentation
  - ◆ end user troubleshooting documentation
  - ◆ subject matter expert troubleshooting documentation
  - ◆ end to end system documentation
  - ◆ reference standards
- ◆ assistance working with third party vendors

