

**Freedom of Information request reference number:** FOIA4171.1

**Date of response:** 6 February 2019

**Request and Response:**

Thank you for your request, dated 9 January 2018. I set out below the answers to your questions (where we hold the information):

**Device / Users FOI Request**

**1. How many TomTom devices does your FRS have and type of devices / models are they?**

We have 278 TomTom, made up of x264 Bridge Europe Truck [8F17.002.02] and x14 Europe Bridge [8F17.002.01] devices.

**2. Could you provide the number of operational officers / managers your FRS has as detailed in the table below. In addition, how many managers require a mobile application to access mobilising details or be mobilised by the control room?**

I have added LFB role to your table as roles in London have different titles. No officer currently requires a mobile app, but the Brigade is working to deploy the BOSS mobile app for Android mobile devices (phones). BOSS is a product (details via this [link](#)) that is supplied with the brigade's mobilising system Vision, supplied and maintained by Capita plc.

Notes:

- 1) The data for quantity is based on the authorised establishment as at 31 January 2019.
- 2) It is not possible to quantify the number of 'other users' in relation to the question posed about requiring a 'mobile app'.

Role	LFB Role	Quantity	Mobilisation Required Y/N
<b>Flexi duty officers</b>	<i>All the categories below are 'flexi duty officers' at LFB.</i>		
<b>Station Managers</b>	Station Managers	150	Y
	Group Managers	67	Y
<b>Area Managers</b>	Deputy Assistant Commissioners	17	Y
<b>Senior Managers ACO and above</b>	Assistant and Deputy Commissioners and Commissioner	8	Y

<b>Any other users</b>	Non-operational staff	-	-
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**3. Are you thinking of using mobile apps for On call crew call out / activation?**

We only have full-time firefighters and no RDS.

**4. How many On Call (RDS) staff does your FRS have?**

None

**5. How many Pagers does your FRS use?**

693

**a. Could you provide a breakdown by type of pager, e.g. PageOne, Multitone, Other**

All pages are from PageOne Communications Limited

**6. Can you provide breakdown in terms of the number of Android and Apple users that use a corporate phone within your FRS?**

Approx. 850 devices. Brigade phones are currently Windows phones. We will be moving to Samsung Android devices in the next few months. We have no Apple mobile devices.

**7. If you FRS uses a mobile app what is the annual costs per user that the FRS pays?**

It is not clear what "mobile app" you refer to; presumably the one described in Q2 above. If so, see answer to Q2 above.

**a. What is the renewal date for the current contract?**

Based on the BOSS app described in the answer to Q2, LFB have a contract with Capita which can last until 2026 (with extensions).

**8. Which Mobile Device Management solution does your FRS use?**

MDTs are built and managed via Microsoft System Centre Configuration Manager (SCCM, also known as ConfigMgr, formerly Systems Management Server (SMS)). TomTom devices are managed via Microsoft Intune.

**Mobile Data FOI Request**

**1. How many appliance Mobile Data Terminals (MDTs) does your FRS have?**

We have 230 MDTs, which includes those needed as spare.

**2. Does your FRS have 1 or 2 MDTs per appliance?**

One... appliances are currently also being installed with one Windows tablet.

**a. If you use 2 MDTS, what is the second MDT used for, e.g. Home Fire Safety Checks?**

The tablet will be used for home fire safety visit data collection, and in other ways, in due course.

**3. What is the annual support costs that the FRS pays for the current MDT solution?**

£285,367. This includes support for a secondary device on all appliances and for software deployed to the TomTom devices.

**a. What is the renewal date for the current contract?**

2 August 2020

**4. Which Crewing system does your FRS use for RDS and full-time staff?**

Assuming you mean the crewing of appliances, we ride five firefighters per pumping appliance, or four in certain circumstances. There are different crewing arrangements for special appliances (e.g. aerial appliances).

**5. Does your FRS use any Incident Command Software solution?**

Yes.

**a. If so, could you provide the software vendors name and product name**

Vector Command CSS

**6. Is your FRS interested in moving to a cloud based solution?**

We have a policy to use cloud solutions (where appropriate and cost effective).

**Hydrant Management**

**1. What system does your FRS currently use (digital or paper)?**

Digital – it is a LFB developed system.

**2. How many Hydrant Inspectors does your currently FRS employ?**

Three.

**3. How many water companies do you engage with?**

Four.

**4. What is the annual support costs that the FRS pays for the current MDT (Hydrant) solution?**

[Answered for a hydrant solution not MDT which is covered above.]

This is delivered as part of a larger solution and is not identifiable.

**a. What is the renewal date for the current contract?**

31 March 2020.

I hope you find the information provided of use. Should you have any questions do let me know.