

## VIRGINIA STATE FIRE MARSHAL'S OFFICE

### CUTS INSPECTION TIME IN HALF AND SECURES MORE FUNDING

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our inspection  
numbers between  
2023 and 2024.”

- Joshua Davis, Assistant Fire Marshal

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## THE CHALLENGE

The Virginia State Fire Marshal's Office (SFMO) oversees fire inspections across the state, including compliance with their Statewide Fire Prevention Code for state facilities and most of the counties for which the state provides Fire Marshall services.

Before implementing [Elite™ Fire solutions](#), the SFMO relied on an outdated, in-house Access database, which was no longer meeting operational needs. Inspectors had to complete reports on paper and manually enter them into the system at the office, leading to inefficiencies and significant time delays. Additionally, the lack of a centralized, real-time reporting system made it difficult for the SFMO to provide data-driven justifications for budget and staffing requests.

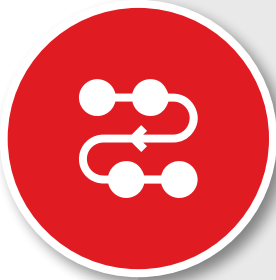
With a growing workload, rapidly depleting special funds, and pressure from state budget and finance officials, the department needed an immediate solution to modernize its inspection processes and provide clear data to support critical funding requests.

## THE SOLUTION

The SFMO turned to the [Locations, Occupants & Inspections \(LOI\) module](#) to overhaul its inspection and reporting processes. By leveraging this configurable platform, the department achieved the following:



**Real-Time Field Inspections:** The transition from a paper-based system to a cloud-based module enabled inspectors to complete inspections in the field, collect digital signatures, and submit reports instantly, even in areas with limited connectivity.



**Personalized Inspection Workflows:** The department reconfigured existing templates in the platform to accommodate state-specific requirements, ensuring that data collection and reporting aligned with compliance mandates for schools, hospitals, correctional facilities, and other state-owned properties.



**Enhanced Reporting & Budget Justification:** Using reporting tools within the platform, the SFMO gained the ability to track and analyze inspection data, including mandated inspections, inspection times, staff workload, and travel requirements. This data became a critical resource in securing additional funding and staffing positions from the state government.



**Inspection Type Standardization & Fee Integration:** The SFMO restructured inspection classifications to differentiate between local jurisdiction responsibilities and state-managed inspections. They also integrated a fee schedule directly into the module to automate fee calculations and improve billing accuracy.



**Streamlined Compliance & Audit Readiness:** Implementing the LOI module enabled the SFMO to pass the state's internal information management protocol, making it one of the few cloud-based storage systems approved through the official state cloud oversight service assessment.

# THE OUTCOME

Since adopting the LOI module, the SFMO has experienced transformative improvements, including:



## DOUBLING INSPECTION VOLUME:

The department increased completed inspections from just over 3,000 in 2023 to over 6,000 by the end of 2024, **with projections of reaching nearly 8,000 inspections in 2025.**



## CUTTING INSPECTION TIME IN HALF:

The ability to complete inspections in real time, collect signatures on-site, and immediately submit reports **reduced average inspection processing time from five hours to three hours.**



## SECURING CRITICAL FUNDING & STAFFING APPROVALS:

The LOI module's reporting capabilities assisted the State Fire Marshal's Office to provide comprehensive data to state budget officials, which has supported **two new inspector positions, additional general fund allocations, and a planned fee schedule revision** to sustain long-term financial stability.



## IMPROVED OPERATIONAL EFFICIENCY:

With real-time access to digital records, inspectors reduced administrative workload, eliminated duplicate data entry, and improved communication between departments.

## WHAT'S NEXT?

The SFMO is now focusing on further optimizing scheduling and workload management. The department is developing reports to track inspections exceeding 365 days to ensure timely compliance across jurisdictions.

Additionally, the SFMO is advocating for interoperability between Elite™ Fire solutions and local fire marshals, allowing local jurisdictions and the state to seamlessly share inspection data for better coordination during fire events and compliance monitoring.

With Elite™ Fire's configurable platform, the SFMO has transformed its inspection processes, secured critical resources, and positioned itself as a leader in state-level fire prevention and enforcement. As more states look to modernize their fire inspection operations, the SFMO's success serves as a model for efficiency, compliance, and data-driven decision-making.

**“We have doubled our inspection numbers between 2023 and 2024,” says Assistant Fire Marshal Joshua Davis. “And I put a lot of that on the ability to complete inspections in real time, get signatures on-site, and submit reports before even leaving the building.”**



ImageTrend's Fire RMS solution, Elite™ Fire, is a comprehensive records management system designed to streamline fire incident reporting, inspections, training, and pre-planning. It ensures compliance with NFIRS (and prepares for NERIS), offers configurable reporting tools, and centralizes data collection to enhance operational efficiency. [Learn more about Fire RMS and contact us for a demo today.](#)

Locations, Occupants, & Inspections (LOI) module within Elite™ Fire centralizes data management by organizing information related to specific sites and their occupants. This module facilitates efficient scheduling and documentation of inspections, management of permits, and enhances pre-planning efforts by providing detailed insights into building layouts and safety systems. [Learn more about LOI and contact us for a demo today.](#)

*Disclaimer: The Commonwealth of Virginia does not endorse any specific product or vendor. This case study is intended solely to document best practices implemented by the Virginia State Fire Marshal's Office.*