



ADMINISTRATIVE COMMITTEE MEETING

TUESDAY, MAY 25, 2021 – 1:30 PM

ZOOM

AGENDA

The Governor has declared a State of Emergency to exist in California as a result of the threat of COVID-19 (aka the “Coronavirus”). The Governor issued Executive Order N-25-20, which directs Californians to follow public health directives including canceling large gatherings. The Executive Order also allows local legislative bodies to hold meetings via conference calls while still satisfying state transparency requirements. The Governor has also issued Executive Order N-33-20, prohibiting people from leaving their homes or places of residence except to access necessary supplies and services or to engage in specified critical infrastructure employment.

The Public’s health and well-being are the top priority for the Administrative Committee of CONFIRE and you are urged to take all appropriate health safety precautions. To facilitate this process, the meeting of the Committee will be available by web-based virtual meeting (Zoom). Details for participation in the meeting are below:

Join Zoom Meeting

<https://confire.zoom.us/j/91370428346?pwd=d3ZlVkZ2UkNmB0dDNk1MRElyTGvQQT09>

Meeting ID: 913 7042 8346

Passcode: 837309

One tap mobile

+16699009128,,91370428346# US (San Jose)

+12532158782,,91370428346# US (Tacoma)

Meeting ID: 913 7042 8346

Find your local number: <https://confire.zoom.us/u/acW4OHjfH>

Note: The meeting is being held *solely* by electronic means and will be made accessible to members of the public seeking to attend and to address the Committee *solely* through the link set forth above, except that members of the public seeking to attend and to address the Committee who required reasonable accommodations to access the meeting, based on disability or other reasons, should contact the following person at least twenty-four (24) hours in advance of a regular meeting to make arrangements for such reasonable accommodations. (For Special meetings, please request accommodations no less than 12 hours prior to the meeting.)

Liz Berry

1743 Miro Way, Rialto, CA 92376

909-356-2302

lberry@confire.org

A recess may be called at the discretion of the Administrative Committee.

CALL TO ORDER

- a. Flag Salute
- b. Roll call/Introductions

PUBLIC COMMENT

An opportunity provided for persons in the audience to make brief statements to the Administrative Committee. (Limited to 30 minutes; 3 minutes allotted for each speaker)

INFORMATION RELATIVE TO POSSIBLE CONFLICT OF INTEREST

Agenda items may require committee member abstentions due to conflict of interests and financial interests. CONFIRE Administrative Committee member abstentions shall be stated under this item for recordation on the appropriate item.

CONSENT ITEMS

The following items are considered routine and non-controversial and will be voted upon at one time by the Administrative Committee. An item may be removed by a Committee Member or member of the public for discussion and appropriate action.

1. Approve Administrative Committee Minutes of April 27, 2021
2. Financial Statements thru April 30, 2021
3. Dispatch Performance reports
4. Billable Incidents

DIRECTOR REPORT

- a. Municode
- b. FY 2021-22 Budget Approval
- c. JPA revision finalized - weighted voting
- d. ECNS
 - i. ET3 submittal
 - ii. SB COG- PSA
 - iii. Law Enforcement Partners

COMMITTEE REPORTS

- a. Support Committee Report/IMS Updates - Blessing Ugbo
- b. Ops Chief Committee Report - Chief Bruner
- c. CAD to CAD - Chief Rojer

OLD BUSINESS

5. Pre-Plan software - Action Item
6. Dispatch Call Processing Time - Mat Fratus

NEW BUSINESS

7. Administrative Policies - sub committee

ROUND TABLE

CLOSED SESSION

ADJOURNMENT

Upcoming Meetings:

Next Regular Meeting: June 22, 2021 at 1:30 p.m. via ZOOM.

POSTING:

This is to certify that on May 20, 2021, I posted a copy of the agenda:

- 1743 Miro Way, Rialto, CA
- on the Center's website which is www.confirer.org

 /s/ Liz Berry

Liz Berry
Administrative Secretary I



ADMINISTRATIVE COMMITTEE MEETING MINUTES

TUESDAY, APRIL 27, 2021

1:30 P.M.

ZOOM

ROLL CALL

ADMINISTRATIVE COMMITTEE MEMBERS:

Chief Tim McHargue/Chairperson, Colton Fire
Chief Ivan Rojer/Vice-Chairperson, Rancho Cucamonga Fire
Chief James Peratt, Apple Valley Fire Protection District
Chief Tim Shackelford, Chino Independent Fire District
Chief Dan Harker, Loma Linda Fire
Chief Jim Topoleski, Redlands Fire
Chief Brian Park, Rialto Fire
Chief Bertral Washington, San Bernardino County Fire

SUPPORT STAFF

Art Andres, Director
Tim Franke, Dispatch Manager
Yvette Calimlim, Business Management Analyst
Kristen Anderson, Assistant Dispatch Manager
John Tucker, Assistant Dispatch Manager
Blessing Ugbo, MIS Manager
Liz Berry, Admin. Secretary I

GUESTS

Chief Jeff Armstrong, Victorville Fire Department
Chief Fred Stout, Victorville Fire Department
Chief Augie Bareda, Rancho Cucamonga Fire
Chief Jeff Willis, Big Bear Fire Department
Battalion Chief Cory Cisneros, Rialto Fire
Captain Mike McMath, Redlands Fire
Rana Gilani
Vanessa Meyer
Debbie Sisson

4/27/2020

Dana DeAntonio
Yvonne Robbins

I. CALL TO ORDER

- a. Roll Call/Introductions
- b. Flag Salute

II. PUBLIC COMMENT

An opportunity provided for persons in the audience to make brief statements to the Administrative Committee. (Limited to 30 minutes; 3 minutes allotted for each speaker)

III. INFORMATION RELATIVE TO POSSIBLE CONFLICT OF INTEREST

Agenda items may require committee member abstentions due to conflict of interests and financial interests. CONFIRE Administrative Committee member abstentions shall be stated under this item for recordation on the appropriate item.

No conflicts were announced.

IV. CONSENT ITEMS

The following items are considered routine and non-controversial and will be voted upon at one time by the Administrative Committee. An item may be removed by a Committee member or member of the public for discussion and appropriate action.

1. Approve Administrative Committee Minutes of April 8, 2021 (**Attachment A**)
2. Financial Statements thru March 31, 2021 (**Attachments B1 & B2**)
3. Dispatch Performance reports (**Attachments C1 thru C3**)
4. Replacement of Procurement Database (**Attachment D1 & D2**)
5. JPA Revision (**Attachment E**)
6. Approve annual dispatch service contracts for non-member agencies. (**Attachments F1-F7**)
7. **Action on Consent**

Motion to accept all items on Consent.

Motion by: Chief Brian Park

Second by: Chief Ivan Rojer

Chief Tim McHargue-Yes

Chief James Peratt-Yes

Chief Tim Shackelford-Yes

Chief Dan Harker-Yes

Chief Jim Topoleski-Yes

Chief Bertral Washington-Yes

8-Yes

0-No

Motion Approved

V. DIRECTOR REPORT

a. Public Records Act (**Attachment G**) – Action Item

Motion to establish CONFIRE as the custodian of record for ECNS related medical documentation.

*Motion by: Chief Jim Topoleski
 Second by: Chief James Peratt
 Chief Tim McHargue-Yes
 Chief Ivan Rojer-Yes
 Chief Tim Shackelford-Yes
 Chief Dan Harker-Yes
 Chief Brian Park-Yes
 Chief Bertral Washington-Yes
 8-Yes
 0-No*

Motion Approved

b. Board Policies

- i. Decision on Purchase Authority – Admin Committee vs. BOD
After discussion, the Chiefs agreed to continue with the current policy which was established in 2018. Current policy allows the CONFIRE director latitude to do his job in an efficient and timely manner, not bogging down the daily activities of CONFIRE.
- ii. Finance sub-committee

VI. COMMITTEE REPORTS

a. Support Committee Report/MIS updates – Blessing Ugbo

<u>Project</u>	<u>Status</u>	<u>Due Date</u>
<i>Hardware Refresh</i>	<i>Completed</i>	<i>3/2021</i>
<i>CAD Re-Host</i>	<i>In Progress</i>	<i>5/2021</i>
<i>BDC Transition</i>	<i>On Hold</i>	<i>6/2021</i>
<i>Tablet Command</i>	<i>Discovery Phase</i>	<i>TBD</i>
<i>VOICE Print</i>	<i>Discovery Phase</i>	<i>TBD</i>

b. Ops Chiefs Committee Report – Chief Cisneros

c. CAD to CAD – Chief Rojer

Cal Fire – MOU under legal review. Executive Committee approved trial period and funding for Chino PD. Awaiting final approval from Chino PD. AMR San Bernardino reviewing MOU. Riverside County Fire committed, AMR Riverside

4/27/2020

waiting for the status of the 8 centers they have connection with and Murrieta Fire waiting for Cal Fire. Riverside City re-engaging in discussion.

VII. DISCUSSION ITEMS**8. Old Business**

Chief Bertral Washington reported the CARES Act funding transfer requested from CAD to CAD to ECNS goes before the County Board on June 8th. Also reported the Homeland Security Grant Approval Authority met on April 21st and the \$90,000 maintenance fees were approved.

6. New Business**a. Time Measurement – Performance Benchmarks/Standards-M. Fratus
(Attachment H)**

Statistics show that sheer volume along with the staffing shortage has affected call processing time. Noted was the fact that Alpha and Omega calls put a drain on the time measurement system because of the time needed for processing. This along with staffing must be addressed.

Director Andres informed the committee of a meeting on Tuesday, May 4th regarding public education on ECNS. Development of standardized ECNS information for public distribution will be discussed.

VIII. CLOSED SESSION**IX. ADJOURNMENT**

Motion to adjourn the CONFIRE Administrative Committee Meeting

Motion by: Chief Tim McHargue

Second by: Chief Brian Park

Ayes: 8

Noes: 0

The meeting adjourned at 1420.

Upcoming Meeting:

Next Regular Meeting: May 25, 2021 at 1:30 p.m. via ZOOM.



**FY 2020-2021
Fund Balance Report
as of April 30, 2021**

Operations Fund (5008)

Audited Fund Balance 7/1/20		* \$	2,906,494
Revenue	10,993,808		
Expenditures	<u>(8,452,416)</u>		
	Net		2,541,392
Transfers Out to 5010	(1,250,000)		
Transfers Out to 5011	<u>(452,261)</u>		
	Net Transfers In/Out		<u>(1,702,261)</u>
	Total Fund Balance	\$	3,745,625

**FY 2020-21 Operating costs 10% is \$1,110,147 Per Board Policy*

Equipment Reserve Fund (5009)

Audited Fund Balance 7/1/20		\$	2,090,834
Revenue	471,388		
Expenditures	<u>(341,621)</u>		
	Net		129,767
	Total Fund Balance	\$	2,220,601

General Reserve Fund (5010)

Audited Fund Balance 7/1/20		* \$	5,212,728
Revenue - Membership/Interest	106,038		
Revenue - Grant	648,967		
Expenditures	<u>(1,385,767)</u>		
	Net		(630,762)
Residual Equity Transfer In	<u>1,250,000</u>		
	Net Transfers In/Out		<u>1,250,000</u>
	Total Fund Balance	\$	5,831,966
Reserve for CIP	(2,000,000)		
EMD Optimization (ECNS) Project	(250,000)		
	Net Committed		<u>(2,250,000)</u>
	Available Fund Balance	\$	4,212,728

**FY 2020-21 Operating costs 25% is \$2,224,736 Per Board Policy*

Term Benefits Reserve Fund (5011)

Audited Fund Balance 7/1/20		\$	755,024
Revenue	123,866		
Expenditures	<u> </u>		
	Net		123,866
Tranfer Comp. Absence From 5008	67,272		
Unfunded Liability	384,989		
	Net Transfers In/Out		<u>452,261</u>
	Total Fund Balance	\$	1,331,151

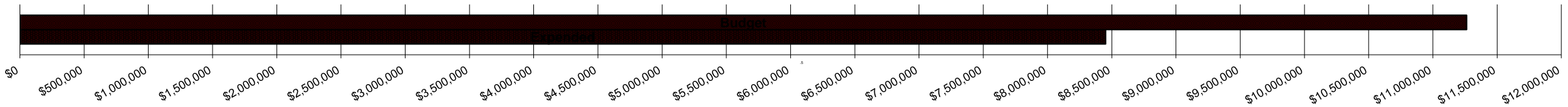


**OPERATIONS FUND 5008
MONTHLY SUMMARY FY 2020/21**

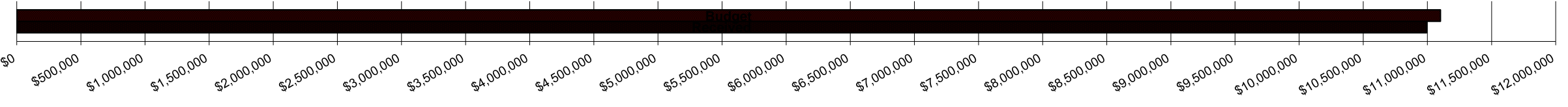
Transactions thru April 30, 2021


Item 2.

Expenditures	3 PP					3 PP					3 PP	Total YTD	2020/21	Bud - Exp	% Used	
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr						May
Salary/Benefits	703,250	500,928	528,753	527,455	518,203	774,990	500,670	499,399	494,972	280,050	-	-	5,328,669	7,763,114	\$2,434,445	68.6%
Overtime/Call Back	36,039	24,901	27,203	25,540	24,806	42,257	28,451	24,401	25,878	11,090	-	-	270,566	330,565	\$59,999	81.8%
Phone/Circuits/Internet	57,606	23,347	56,744	39,590	54,826	67,988	72,496	28,995	88,088	37,204	-	-	526,885	538,049	\$11,164	97.9%
County IS/Data Services/Counsel	-	6,866	1,635	1,539	3,188	3,494	13,979	(3,889)	3,164	9,779	-	-	39,755	61,761	\$22,006	64.4%
Radio/Pager, Console Maint	-	39,459	39,459	43,014	39,581	40,125	39,659	39,686	39,731	39,749	-	-	360,463	483,541	\$123,078	74.5%
Computer Software	185,678	459,075	201,684	3,268	6,558	144	(3,270)	28,520	541,826	29,529	-	-	1,453,012	1,421,299	(\$31,713)	102.2%
Computer Hardware	-	187,089	(185,089)	787	288	162	-	105,756	(105,436)	162	-	-	3,717	18,450	\$14,733	20.1%
Office Exp/Copier Lease	5,058	3,528	3,122	3,731	4,904	3,043	2,543	10,005	4,235	21,224	-	-	61,392	71,044	\$9,652	86.4%
Insurance/Auditing	18,936	-	21,213	11,322	-	-	2,995	-	-	-	-	-	54,466	37,600	(\$16,866)	144.9%
Payroll/HR/Medical Director	5,001	65,524	3,839	18,655	2,350	2,928	(9,266)	3,598	2,304	3,495	-	-	98,427	232,850	\$134,423	42.3%
Travel/Training	300	9,396	(891)	943	2,502	200	1,066	3,542	85	1,258	-	-	18,401	65,000	\$46,599	28.3%
Auto/Structure/Fuel	-	2,010	2,115	1,060	9,977	7,722	(4,023)	(5,941)	1,906	4,150	-	-	18,976	22,900	\$3,924	82.9%
Other/HDGC Rent/Equip Trans	22,218	35,080	28,692	2,669	27,340	14,540	13,693	46,796	14,781	11,877	-	-	217,686	216,649	(\$1,037)	100.5%
Total	1,034,086	1,357,204	728,479	679,572	694,523	957,591	658,994	780,868	1,111,535	449,566	-	-	8,452,416	11,262,822	\$2,810,406	75.0%
													% Fiscal Year Passed		83.3%	



Revenue											Received	Budget	Difference	% Rcvd		
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr					May	June
Services	-	2,713,004	-	2,761,819	248	-	2,792,465	(7,908)	-	2,762,879	-	-	11,022,507	11,101,465	\$78,958	99%
Interest	12,712	(12,712)	-	11,089	-	-	7,511	-	-	9,415	-	-	28,015	-	(\$28,015)	
Other	(61)	(1,018)	(56,635)	-	-	-	-	1,000	-	-	-	-	(56,714)	-	\$56,714	
Total	12,651	2,699,273	(56,635)	2,772,908	248	-	2,799,976	(6,908)	-	2,772,295	-	-	10,993,808	11,101,465	\$107,657	99%
													% Fiscal Year Passed		83.3%	





Call Summary

CONFIRE/Comm Center

1743 W Miro Way
Rialto, CA 92376 County: San Bernardino

Year: 2021

From: 1/1/2021

To: 4/30/2021

Period: Month

Group:

Call Type: All

Abandoned: Include Abandoned

Filters:

Date	911	911 Abdn	Total 911	911 Abdn Percentage	10-Digit Emergency Inbound	10-Digit Emergency Abdn	Total 10-Digit Emergency	Admin Outbound	Admin Inbound	Admin Inbound Abandoned	Total Admin	Total All Calls	Average Call Duration
Jan-21	19569	65	19634	0.33%	14978	989	15967	20246	9203	2303	31752	67353	100
Feb-21	15820	65	15345	0.42%	13030	938	13968	16156	8140	1809	26105	55418	98.5
Mar-21	16681	140	16821	0.83%	14960	1119	16079	17013	11824	2652	30949	63849	117.7
Apr-21	17849	256	18105	1.41%	15340	1384	16724	17531	10412	2169	30112	64941	95.8
2021 Totals	69379	526	69905	0.75%	58308	4430	62738	70946	39039	8933	118918	251561	103.1
2020 Totals	61600	242	61842	0.39%	45684	1853	47537	62825	46731	1028	110585	219964	104.6



PSAP Answer Time

CONFIRE/Comm Center

1743 W Miro Way

Rialto, CA 92376

County: San Bernardino

Month - Year: 1/1/2021 - 4/30/2021

Agency: Fire
Affiliation:

From: 1/1/2021

To: 4/30/2021

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Call Type: 911 Calls



Call Hour	Answer Times In Seconds								Total
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+		
January 2021 Total	17,242	962	520	613	203	91	3	19,634	
% answer time ≤ 10 seconds	87.82%	4.90%	2.65%	3.12%	1.03%	0.46%	0.02%	100.00%	
% answer time ≤ 15 seconds	92.72%								
% answer time ≤ 40 seconds	98.49%								
February 2021 Total	13,431	779	391	474	172	93	5	15,345	
% answer time ≤ 10 seconds	87.53%	5.08%	2.55%	3.09%	1.12%	0.61%	0.03%	100.00%	
% answer time ≤ 15 seconds	92.60%								
% answer time ≤ 40 seconds	98.24%								
March 2021 Total	14,942	768	452	430	145	78	6	16,821	
% answer time ≤ 10 seconds	88.83%	4.57%	2.69%	2.56%	0.86%	0.46%	0.04%	100.00%	
% answer time ≤ 15 seconds	93.40%								
% answer time ≤ 40 seconds	98.64%								
April 2021 Total	15,519	992	531	639	216	176	32	18,105	
% answer time ≤ 10 seconds	85.72%	5.48%	2.93%	3.53%	1.19%	0.97%	0.18%	100.00%	
% answer time ≤ 15 seconds	91.20%								
% answer time ≤ 40 seconds	97.66%								
Year to Date 2021 Total	61,134	3,501	1,894	2,156	736	438	46	69,905	
% answer time ≤ 10 seconds	87.45%	5.01%	2.71%	3.08%	1.05%	0.63%	0.07%	100.00%	
% answer time ≤ 15 seconds	92.46%								
% answer time ≤ 40 seconds	98.25%								
Year to Date 2020 Total	54,449	3,192	1,591	1,753	545	294	18	61,842	
% answer time ≤ 10 seconds	88.05%	5.16%	2.57%	2.83%	0.88%	0.48%	0.03%	100.00%	
% answer time ≤ 15 seconds	93.21%								
% answer time ≤ 40 seconds	98.61%								

CONFIRE Billable Incidents

Period: 04/01/2021 thru 04/30/2021

Jurisdiction	# of Incidents	% of Total
San Bernardino County	10,265	54.31%
VictorvilleFD	1,953	10.33%
RanchoCucamonga	1,286	6.80%
AppleValley	974	5.15%
ChinoValleyFD	962	5.09%
Redlands	881	4.66%
Rialto	825	4.37%
Colton	558	2.95%
MontclairFD	328	1.74%
Loma Linda	323	1.71%
Big Bear Fire	263	1.39%
San Manuel FD	149	0.79%
Baker Ambulance	72	0.38%
Running Springs	47	0.25%
Road Department	14	0.07%
Total	18,900	100%
BDC Division	# of Incidents	% of Total
East Valley	3,479	33.89%
Fontana	1,511	14.72%
Valley	1,393	13.57%
South Desert	1,061	10.34%
Hesperia	1,026	10.00%
North Desert	1,022	9.96%
Adelanto	390	3.80%
Mountain	365	3.56%
Hazmat	18	0.18%
Total	10,265	100%

**CONFIRE**

STAFF REPORT

DATE: May 11, 2021

FROM: Art Andres, Director

TO: Administrative Committee

SUBJECT: UNIVERSAL PRE-INCIDENT PLAN SOFTWARE APPLICATION

RECOMMENDATION

Approve quote to purchase and install First Due software for pre-incident planning to be utilized by all CONFIRE agencies.

BACKGROUND

The Administrative Committee requested CONFIRE explore purchasing a software system which will allow for universal access to pre-plan information during the April 8th, 2021 special meeting. A request for proposal (RFP) was submitted through Planet Bids for a universal pre-incident planning software. The bid was posted April 22, 2021 and close 5:00 PM (PDT) on March 10, 2021. Only one bid was received, and the vendor met the expectations of the scope of work outlined in the RFP. **First Due** met the evaluation criteria which included qualifications, experience, technical/functional specifications and cost compared to individual agreements.

Several CONFIRE member agencies utilize pre-plan software but there is no interoperability across jurisdictional boundaries. Auto and mutual aid agreements allow multijurisdictional responses to significant events. Critical information is needed when responding to incidents in an effort to minimize safety risks.

Utilizing a regional approach will allow for a cost-effective deployment of a platform to create one interconnected pre-plan and inspection system for the entire region.

FISCAL IMPACTS

First Due bid is an annual subscription of \$195,000 to provide service for all 13 CONFIRE fire agencies. The cost associated with a universal pre-plan software was not included in the fiscal

2021-22 budget. The Administrative Committee unanimously voted to terminate the service agreement with LiveMUM which will result is a cost savings of \$77,000. Staff recommendation is to do a onetime transfer from general reserve fund account 5010 for the balance of \$118,000 for the first year. Fiscal year 2022/23 will see individual agency fees approximately increase based on the follow:

	Population Served	CONFIRE Regional Price
CONFIRE JPA - San Bernardino		
Colton Fire Department	54,828	10,905.25
Loma Linda Fire Department	24,382	6,598
Rancho Cucamonga Fire District	177,751	19717.39
Redlands Fire Department	71,586	12,247.93
Rialto Fire Department	103,440	15,030.04
San Bernardino County Fire District	1,191,645	66,003.30
Apple Valley Fire Protection District	73,508	12,402
Big Bear Fire Department	5,281	2,661.82
Running Springs Fire District	4,296	2,661.82
San Manuel Fire Department	0	2,661.82
Montclair Fire Department	39,155	8,345.30
Victorville Fire Department	121,902	15,987.79
Chino Valley Fire District	173,000	19,777.29
Total	2,040,774	195,000



 first due

CONFIRE JPA

Request for Proposal

Mapping and Pre-Planning Software



RFP#2021-01

www.firstduesizeup.com

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INTRODUCTION

INTRODUCTION TO FIRST DUE



Introduction to First Due

First Due is a leader in Fire/EMS software solutions, re-imagining how agencies run their entire operation. We founded First Due as a result of line duty death, with a mission to ensure first responders have the information they need when responding to an incident. First Due now provides an end-to-end Fire/EMS platform covering Preplanning, Fire Prevention, Community Engagement, Response, Incident Reporting, Scheduling and Personnel Management, and Assets and Inventory.

Over the years, our team has witnessed broken parts, broken relationships and often clients come to us with the following, when working with other vendors:

- There is **no true single platform** that does it all – across Prevention, Response, Incident Reporting, Assets and Personnel, etc.
- Most of the current vendors are built on **Old technology**, they are not cloud based.
- **Lack of innovation and Support** – big vendors refuse to customize if not ALL clients will benefit.
- Ultimately, the solutions out there are **Not responder focused**, rather compliance and records focused. Even if you collect and maintain great data and pre-plans – they are rarely used out in the field or during Command.
- **Mutual aid and cross-agency incidents** are incredibly challenging, offering **little operability**.
- The impact of these problems is extensive:
- **Inefficiencies** due to duplicate data entry
- **Higher True IT cost** or Total Cost of Ownership
- **Increased risk** to the community and staff, often negatively impact ISO and Accreditation.
- **Minimal Visibility** into your operation

First Due has changed that!! By providing a single, modern, cloud-based application. Agencies using First Due can run their entire operation in one place. Our proposed pre-planning suite, offers the following:

- A best of breed **Pre-Incident Planning** platform giving your agency the tools to collect data out in the field, also allows your agency to connect to data sources (like your assessor and building department) to provide Preplans on every structure - even residential.
- Community Engagement called **Community Connect** – an interactive platform designed to engage and encourage your residents and business owners to share their critical life safety information with your agency. Communication can even occur while on-scene, at the time of dispatch, etc.
- Seamlessly integrated Company Level **Inspections Module** – Including configurable inspection checklists, code management, **VIRTUAL INSPECTIONS**, and more. Fire Inspections can even be completed on mobile devices while a company is preplanning.
- A complete **mobile response platform** - tied to dispatch - so your crews can access of this great information at the time of response, as well as be notified, status and route to the call - on web, iOS and Android.



How is First Due Different?

- One platform and completely cloud based, meaning upgrades and maintenance are included, and everything is seamlessly integrated.
- Our team can innovate faster and build technology more rapidly than the alternatives, as we have built our team of programmers from 17 different countries and 85% of our staff are developers, working to make our application unique and steadfast.
- We have a wholistic vision – it is not just about compliance – **IT IS ABOUT RESPONSE**, the community, Fire, EMS, Police and Emergency Management. We are focused on ensuring everyone can work together for better incident outcomes.
- We partner with you. We work with our customers to continue to innovate and support you.

First Due is a private, profitable business growing annual recurring revenue by greater than 100% each of the last 3 years. The forecast for 2021 will double our recurring revenue again. This hyper-growth is a result of the deep functionality within our end-to-end software suite for Fire & EMS agencies.

We are excited at the opportunity to provide a comprehensive Pre-Incident Planning solution to all member and contract agencies affiliated with the CONFIRE JPA. Our solution can be deployed in 8-10 weeks taking an interactive, optimization-based approach. Our Implementation Process included:

- Discovery & Planning
- Configuration
- Optimization
- Testing
- Training

Go-Live

First Due has considerable experience working with agencies small and large to deploy the First Due platform. To successfully implement the solution, CONFIRE will have an extensive team of dedicated professionals from the First Due side including:

Client Success Manager
Implementation Manager
Deployment Lead
Executive Sponsor

From a technology and security standpoint, First Due has significant experience and expertise building, deploying, and managing software solutions and related architecture. Our hosting is SOC2 Audited, we follow HIPPA compliance standards and best practices related to disaster recovery and redundancy. Our product development speed and quality is a key differentiator for us and allows us to stay ahead of the curve and continue to innovate for our customers.



INTRODUCTION

YOUR TEAM AT FIRST DUE





Nicholas Dunigan, Senior Account Executive, has 8 years of experience providing innovative technology solutions to the Public Safety Sector. His background in GIS along with a history of leading the sale and successful implementation of sophisticated Computer Aided Dispatch systems, Records Management systems, and Analytics packages for Fire/EMS/Law Enforcement provides a foundation of insight that he uses to help uncover and understand customer challenges to effectively design solutions that deliver the interoperability and efficiencies that modern Fire/EMS Departments are looking to achieve.

nicholas@firstduesizeup.com (717) 215-1248



Justin Dilliard, Solutions Engineer, grew up in rural Illinois before moving to the Chicago area to become a Firefighter/Paramedic. After many years in the fire service Justin transitioned to working in technology. Justin was a Product Manager and Sales Leader for many years before coming to First Due. He has a passion for listening to customers and truly understanding their challenges to design solutions that streamline efficiencies. When Justin is not working he is spending time with his family in the kitchen or on the golf course.

justin@firstduesizeup.com (414) 614-3884



Andreas Huber, CEO, has 8 years of experience providing innovative technology solutions to the Public Sector. Today, he is proud to be leading the team at First Due with the first solution to bridge the deadly information gap our first responders face. By arming our first responders with the data and information they need, better and faster decisions are made. Andreas graduated from Georgetown University with a B.S.B.A.

andreas@firstduesizeup.com (917) 692-2724



Rami El Choufani, COO & Head of Product, has 5 years of Enterprise SaaS sales experience, spending most of this time selling new products to new markets. He studied and worked as a Mechanical Engineer before transitioning to software in 2010. He graduated from the University of Technology, Sydney with a B. Engineering, B. Finance and Diploma in Engineering Practice. Rami leads Operations and Product at First Due as COO.

rami@firstduesizeup.com (650) 522-0718



Michael Heifetz, Director of Client Success, is the founder of Data Chief (acquired by First Due in 2019) and Captain at the Bedford Hills Fire Dept; he is dedicated to the massive technological leap forward that First Due is apart of within American Public Safety. Michael's experience as a First Responder defines his team's approach to First Due's responder focus client success department, guaranteeing real-world necessities drive product and adoption in the field.

michael@firstduesizeup.com (914) 659-6520



INTRODUCTION ABOUT FIRST DUE





FIRE & EMS SOFTWARE IS BROKEN

As times change, keeping with the demands of modern firefighting and response is more important than ever. From Pre-Incident Planning to Response and Incident Reporting, Fire and EMS agencies nationwide struggle to effectively manage their day-to-day operations in a single platform.



NO TRUE SINGLE PLATFORM

No software platform effectively manages everything your agency needs across prevention, response, incident reporting, assets, and personnel.



OUTDATED TECHNOLOGY

Many of the current platforms are built using legacy technology and do not take advantage of modern cloud software benefits such as upgrades and flexibility.



NOT RESPONDER FOCUSED

Most platforms are focused on compliance and records management, not on ensuring first responders have the information they need at the time of dispatch.



LACK OF INNOVATION

As a result, agencies are often locked into older software versions and do not receive the kind of feature innovation that is required in ever-changing times.



DIFFICULT COLLABORATION

Accessing data and information is a struggle for your own agency, let alone for cross-agency or jurisdiction collaborations - pre, during and post incident.

BROKEN SOFTWARE HAS REAL-WORLD IMPACT



MORE STAFF HOURS



HIGHER TOTAL COST OF OWNERSHIP



INCREASED RISK



NO OPERATIONAL VISIBILITY



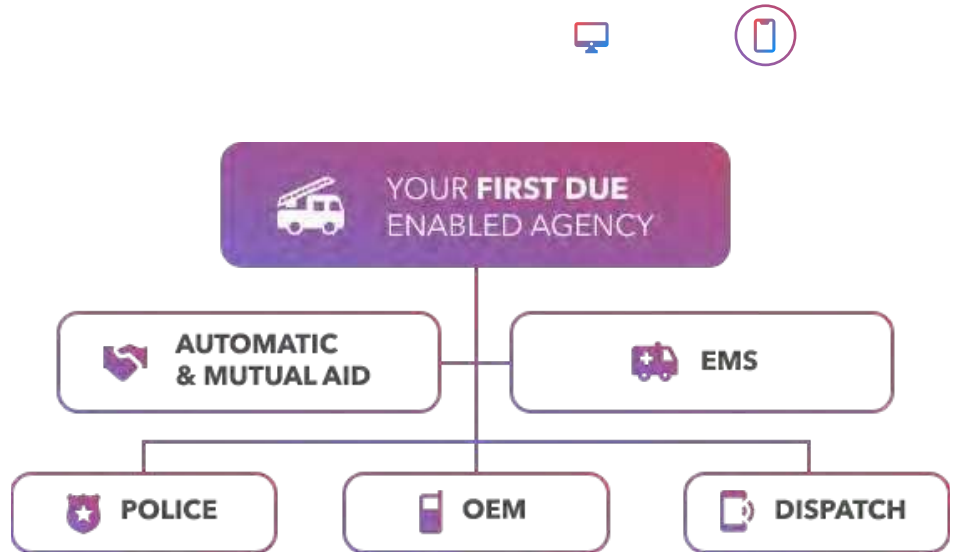
INEFFICIENCIES



WE'RE CHANGING THE WAY FIRE & EMS SOFTWARE WORKS

An end-to-end solution, born in the cloud, built to run your entire operation in one place.

ACCESS & SHARE INFORMATION ANYWHERE, ANYTIME



RFP#2021-01

SCOPE OF WORK



Pre-Incident Planning

Geospatial pre-plan mapping with drag and drop feature on NFPA standard map icons.

Building upon the Out-Of-the-Box Automated Pre-Incident Plans is easy and intuitive with our mapping and Pre-Planning tools including the ability for users to drag and drop custom and/or NFPA Standard Map Icons

Pre-plan standard and custom forms for data collection in the field on any devices.

Our standard data collection forms ensure the accuracy and consistency of data collected in the field on any device.

Easy to use High-rise / Multi-level pre-incident planning for both data collection, and visualization, including the ability add/remove/edit levels per building.

Users can build floor by floor Pre-Incident plans to help organize pre-plan unit data and better visualize hazards and resources.

Auto create physical pre-plan, hazmat and map markers for easy mapping after data migration.

The result of our data migration process will provide each department with Automated Pre-plans including auto generated Alert Tiles and Map Markers for easy mapping and quick view responder dashboard.

Special event / IAP pre-planning for specific events or incidents.

Users can drop Map Icons and Annotations Directly on the map to create Special Event Plans as well as IAPs for specific events or incidents.

Pre-plan management allowing Admins to change pre-plan cycles, assign pre-plans, and mark target hazards from vendors.

Our Pre-Plan Organizer allows users to search and filter through every address point in their jurisdiction to identify and/or categorize Target Hazards, assign pre-plans to specific users or groups and modify the pre-plan workflow.

Auto address matching so pre-plan is automatically tied to a call.

First Due automatically connects each dispatch to a Pre-Plan, pulling up all the assembled information on the address of the incident.

As part of the implementation process, we will configure every known address location in the primary jurisdiction of all CONFIRE member agencies as defined in the SoW.



Access pre-plans on web on any browser.

Users can access First Due's web applications on all major browsers.

Community provided, and other data visualized in interactive alert tiles and automated size up story.

Alert tiles show in the Responder Dashboard for each address to provide a quick view of known hazards or special considerations regarding the property they are responding to. This includes Community provided data as well as data contributed from internal staff or any of the numerous municipal data sources we aggregate data from.

Multi-level pre-plan filtering so users can access and see data on multiple levels on a single screen.

Users can build floor by floor Pre-Incident plans to help organize pre-plans unit data and better visualize the resources and risks. Users can view data associated with all floors simultaneously in order to visualize multi-level information on a single screen.

Access 360-degree Pictometry (eagle view) oblique imagery on a building.
Quick link to ERG from responder pre-plan dashboard.

Users in First Due can quickly gain additional intelligence on any locations by leveraging our seamless integrations to Eagle View's Pictometry as well as our integration to the ERG for quick insights into HAZMAT response protocols.

Quickly measurement capability on map to measure distance between any number of points and areas.

The measuring tool allows for quick on map measuring during pre-planning or a live response. This tool will measure the distance from two or more points in the map and calculate area as well.

Integrated pre-planning while completing inspection.

The full Pre-planning suite of tools is seamlessly integrated with our Inspections module enabling users completing a company level inspection to view/update the pre-plan associated with that address on the same web page.



Platform Customization

Ability to add custom map markers through the user interface.

Yes, our proposed solution includes the ability to add custom or NFPA Standard Map Markers to any location through the user interface.

Connector to the San Bernardino County Assessor site, Building Development, The Compliance Engine by Brycer, and GIS for automated pre-plans on every structure.

Our proposed solution includes connectors to the San Bernardino assessor site, Building Department and other online sources like The Compliance Engine by Brycer to help provide pre-plans on every structure, including residential.

Ability to add annotations including text, lines, shapes, and measurements.

Yes, our proposed solution includes the ability to add annotations including text, lines, coloring and measurements.

Ability to modify map marker location whilst in Google street view.

Yes, our proposed solution includes the ability to add or modify map marker location whilst in Google Street View.

Easily edit pre-plans on mobile devices, Google Maps, & ESRI GIS map.

Yes, our proposed solution includes the ability to edit pre-plans on mobile devices while leveraging basemaps from Google Maps and/or ESRI's ArcGIS.

Size-up story "play" button for system to the user and alert of any warnings.

Critical data for each address is aggregated and summarized in a configurable 'Size-Up Story' for each address that can be easily communicated audibly by pressing "play" button located on the Responder Dashboard.

Permission to allow some users to require approval before publishing pre-plans.

First Due software allows for robust permissions-based access including the ability to implement approval-based publishing rights regarding the modification of pre-plans.

Occupancy organizer that allows user to filter occupancies by several attributes.

The Pe-Plan Organizer will help prioritize, assign, and organize pre-Incident Planning activities by allowing users to search by address, business name, or various other features of



the buildings in their communities. The pre-plan organizer allows users the flexibility to search using any of these different methods.

Live weather alerts.

First Due provides Live Weather Alerts for incident locations via live NOAA integration. Furthermore, users can also integrate any weather layers via ESRI ArcGIS Online that they can leverage at any moment. (Example, Live Wind Gust Layer or CAL Fire Active Wildfire Perimeters)

Live twitter feeds.

First Due allows users to search live Twitter feeds for keywords within a user defined radius around any incident location.

Google Map and street view supported.

First Due supports and integrates with Google Maps and Google Street View to allow users to leverage these features to gather intelligence while pre-planning a location.







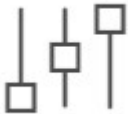

Easily add base maps and layers from ESRI by simply adding a URL through the user interface.

First Due allows users to easily manage ArcGIS map layers with just a few simple clicks. Our UI makes it easy to add new layers by simply adding the ArcGIS Rest Service URL and naming the layer. Simple yet very effective making it easier for GIS staff to support Operations crews in the field.

Ability to quickly edit pre-plan from responder view.

Within 'Responder View' First Due Users have the ability to quickly edit the Pre-Plan information associated with any location by clicking the address and selecting 'Edit Pre-Plan'. From here users have access to our full set of pre-plan tools and swiftly can add Access Issues, Ventilation Problems, etc.



	<p>Address Details - Confirms the address you are working on.</p>
	<p>Occupancy Details - Text information on the property.</p>
	<p>Pre-Plan Units - Adds icons/markers to the map.</p>
	<p>Hazardous Materials - HAZMAT info can be added as text or as a marker on the map.</p>
	<p>Contact Information - Add contact information, key holders, etc.</p>
	<p>Attachments - Upload documents, photos, and more.</p>
	<p>Levels - Allows you to change which icons are associated with the different levels/floors/divisions of a structure.</p>
	<p>Annotations - Draw directly on the map.</p>



Ability to translate information page to multiple languages.

One component of our proposed solution is Community Connect. The public-facing landing page for Community Connect, along with the physical and digital marketing assets that First Due delivers are all able to be translated into multiple languages so that every agency can communicate with their entire community effectively.

Translation of critical data coming from community portal into alert tiles available at the time of dispatch.

Alert tiles show in the Responder Dashboard to provide a quick view of known hazards or considerations regarding the property they are responding to. Information supplied by the Community will automatically create an Alert Tile so that units are aware of this critical information at the time of dispatch. Furthermore, the 'Community Supplied Data' is denoted as such so that First Responders can quickly determine the source of intelligence.

User customizable checklists and inspection types.

First Due allows for agencies to Schedule, manage and complete Fire Inspections with custom checklists, code management and integrated pre-planning and occupancy management.

Ability to have different checklists for different inspection types.

Our proposal allows users to create different checklists for different inspections types. Each Inspection Type can be fully configured with unique checklists.

Codes ties to inspection checklist items allowing for automatic creations of violation upon item failure.

Each Inspection Checklist question has the ability to be associated with a specific Code for automatic creation of violation upon checklist item failure.

Customizable checklist items response.

Admin Users can configure each Inspection Type with unique checklist items and can configure the Inspectors available responses (Pass, Fail, Corrected, Citation, N/A).

Ability to modify Occupancy information during inspection.

Our entire Suite shares the same back-end database which allows users to modify and update Occupancy information during an inspection or while pre-planning.

Ability to modify Contact information during inspection.



Our entire Suite shares the same back-end database which allows users to modify and update Contact information during an inspection or while pre-planning.

Ability to assign inspections to users and teams.

Users can schedule and assign Pre-Plans or Inspections to individual users or groups of users.

Ability to add remarks for a specific violation

Users can add open text remarks associated with any inspection checklist item.

Ability to add photos/attachments for specific violations.

An inspector has the ability to add photos/attachments and associate them with any inspection checklist item.

Ability to duplicate violations on the fly.

With one click, a user can quickly duplicate any inspection checklist item in order to track multiple occurrences of the same issue. Each duplicated checklist item is clearly marked as 2nd Instance, 3rd Instance, etc.

Ability to view current and historic violations during the inspection.

During an inspection, users can quickly pull up a list view of all the current and historical violations associated with that location.

Automated reminder to schedule re-inspection for easy resolution.

Our system provides automated reminders to schedule a re-inspection when open/active violations exist and are associated with a location.

Virtual inspection functionality with camera and location sharing during inspection
Inspection timer with ability to manually modify.

Built into our inspections system is the ability for users to conduct virtual/remote inspections. With one click users can create and share a link to our fully integrated video conferencing features that allow inspection contacts to share live video and audio to guide inspections through a virtual inspection of their property. Also included in our Inspections module is a configurable timer with the ability to manually modify so that users can account for things like prep time, document review, etc.



Response

Integration to CAD to bring in live call data.

The following are just a few of the many benefits of enabling First Due to receive dispatches from your CAD dispatch center:

- First Due automatically connects each dispatch to a Pre-Plan, pulling up all the assembled information on the address of the incident.
- Allows for notification through the mobile application
- Enables Quick Route navigation or Route Overview to incidents through the app.
- Display Call Notes and other incident details.

Integration with Tablet Command

Access First Due directly from Tablet Command via a hot button or from Tablet Command's response map

Mobile responder app for iOS and Android across phone and tablet with notification, routing and pre-plan access.

Mobile responder iOS and Android applications which includes dispatch notifications, routing, access to pre-plan and incident/layer mapping.

Call filtering by user or unit.

Users can view all CFS or filter dispatch notifications by user or unit.

Quickly access map marker data collected in the pre-plan module.

First Due automatically connects each dispatch to a Pre-Plan, pulling up all the assembled information on the address of the incident.

Access photos and attachments at time of response.

All photos and attachments associated with the Incident location are included in the Responder Dashboard page which is accessible with one tap or click.



Mapping of hazardous material and collection with searchable ERG field.

Users can add HAZMAT information to any address. The information will be linked to the address prompting alert tiles and will generate an Icon which can be added to the map with a simple drag and drop.

Map markers related to occupancy ID.

All Pre-plan Unit Icons/Markers are associated with a unique Occupancy ID for each address.

Easily add attachment and photos to an occupancy and to a specific map marker.
History tracking of pre-plans with audit logs.

Users can attach documents and photos directly to an occupancy or they can associate those attachments to a specific pre-plan unit. The Pre-Plan organizer includes historical tracking of pre-plans including audit logs.

Access CAD notes, address, and units dispatched.

The following are just a few of the many benefits of enabling First Due to receive dispatches from your CAD dispatch center:

- First Due automatically connects each dispatch to the Pre-Plan, pulling up all the assembled information on the address of the incident.
- Allows for notification through the mobile application
- Enables Quick Route navigation or Route Overview to incidents through the app.
- Display Call Notes and CAD Narrative along with a list of units that have been dispatched to each incident.

Auto-generate and customize inspection report.

Upon completion of an inspection, the final inspections report is automatically generated and sent to the Inspection Contact at that location. Admin users can configure the look and structure of the report including headers, footers, response instructions, etc.

Ability to send inspection report automatically to inspection contact.

Upon completion of an inspection, the final inspections report is automatically generated and sent to the Inspection Contact at that location.



Automated group of past violation on re-inspection for easy resolution.
Searchable lists of all violations.

For each Re-Inspection that is scheduled, our software automatically keeps track of the previous issues/violations uncovered initially and uses that information to create a 'Previous Issues' section at the top of the Re-Inspection Checklist so that the Inspector can quickly and easily remember and address the items that need to be resolved stemming from the original inspection.

Easy way to view violation history across re-inspections.

Users can easily view violation history at any address before/during an inspection. Furthermore, our 'Violations Table' allows for holistic tracking of all violations at the individual Code level. Users can view violation history across re-inspections and quickly determine how many re-inspections were required to resolve a specific violation.



Community Portal

Provide a community portal for residents and business owners to sign-up to add critical information about their occupancy.

Our Community Connect module empowers your community to help your department by securely sharing valuable information about their home or business and the people they live or work with that could assist responders in the event of an emergency at their location.

Provide community portal users access and functional needs data, contact information, critical building information, pets and livestock information, COVID-19 self-reporting, access and utility information, hazardous material information, fire system information, and able to provide attachments.

Community Connect allows community members to communication functional needs data, contact information, critical building information, pets and livestock information, COVID-19 self-reporting, access and utility information, hazardous material information, fire system information, and the ability to provide attachments.

Ability for resident to apply for burn-permit online with burn permit workflow and burn bans. Automated emails to remind community portal users to update information.

Community Connect also allows for the automated application, approval, and electronic distribution of Burn Permits. It includes the ability for each department to institute and manage burn bans to instantly enable and revoke burn permits across their jurisdiction.

Automated removal of account information if not reconfirmed after multiple opportunities with a department configurable time-period.

Community Connect delivers automated email update requests to all users on a regular cadence to ensure community supplied information stays accurate and up to date. Our system automatically removes information that is determine to be stale or dated if no action is taken by the user after multiple requests within a configurable time period.

Data provided by residents and business owners automatically imported into the pre-plan. Automated emergency SMS notification to commercial community portal users when units are dispatched to their occupancy.

Data provided by residents and business owners is automatically imported into the pre-plan and the corresponding Alert Tiles and Size-up Story are automatically generated based on the supplied intelligence. Furthermore, business owners can add key personnel contact info associated with their business and even set those contacts up to receive pro-active text alerts whenever units are dispatched to their location.



Community Marketing

Resident facing marketing page customized with County colors and themes.

Our Community Connect implementation includes a customizable public facing landing page that is used to promote and educate the community about the program and how they can participate/benefit from the program.

Downloadable marketing resources to send or print to help drive sign-ups.

Our Community Connect implementation also includes the creation of a department-specific internal website that includes a variety of resources to help with the initial and ongoing promotion of the program. These resources include physical assets like flyers and postcards, as well as digital assets like social media content, email templates, and branding kits.

Regular creations of social media post that County can download and use to drive sign-ups.

Our Community Connect subscription includes ongoing marketing support. One example of this is the regular social media content creation that is tailored for your region and are easily accessed/delivered via the internal Community Connect page for each department.



RFP#2021-01

QUOTE





This proposal represents the most cost-effective way to deliver our software to the region.

CONFIRE JPA - San Bernardino

Colton Fire Department	Big Bear Fire Department	Rialto Fire Department
Loma Linda Fire Department	Running Springs Fire District	San Bernardino County Fire District
Rancho Cucamonga Fire District	San Manuel Fire Department	Victorville Fire Department
Redlands Fire Department	Montclair Fire Department	Chino Valley Fire District

Annual Subscription: \$195,000

Modules Included:

- Automated Pre-Plans on every structure with connectors to Assessor and Building Departments.
- Pre-Planning with Occupancies, Mapping and Hydrants
- Responder with CAD Integration, Responder App on web and iOS/Android
- Community Connect for Residential / Commercial property owners and marketing team support
- Company Level Fire Inspections
- TCE Connector, Tablet Command Integration, Esri Integration, etc.

Other Inclusions:

- Unlimited users on unlimited devices
- Dedicated Client Success rep
- White-glove Implementation
- Onsite and online training with comprehensive knowledge base
- Access on any device
- All upgrades, hosting, support, and maintenance included
- Multiple product releases with bug fixes, enhancements, and new features every month
- All natively built in one system so you can access all your data in one place

Users

Unlimited users on unlimited devices for all Fire Agencies listed above.

LEARN MORE ABOUT FIRST DUE FIRST DUE TECHNOLOGY



Pre-Incident Planning







Re-imagining Emergency Preparedness



<https://www.firstduesizeup.com/products/preincidentplanning>

EVERY STRUCTURE

Automatically aggregate critical information on every structure in your response area so you have pre-plans on every structure within weeks with no effort from your team.








-  Assessor
-  GIS
-  Building Department
-  Open Data
-  Fire Prevention
-  Social Media



PRE-PLAN IN MINUTES

Easily collect critical occupancy and geospatial data in the field with a best-in-class data collection and mapping platform. Intuitive to use, and available on any device for pre-planning in minutes.







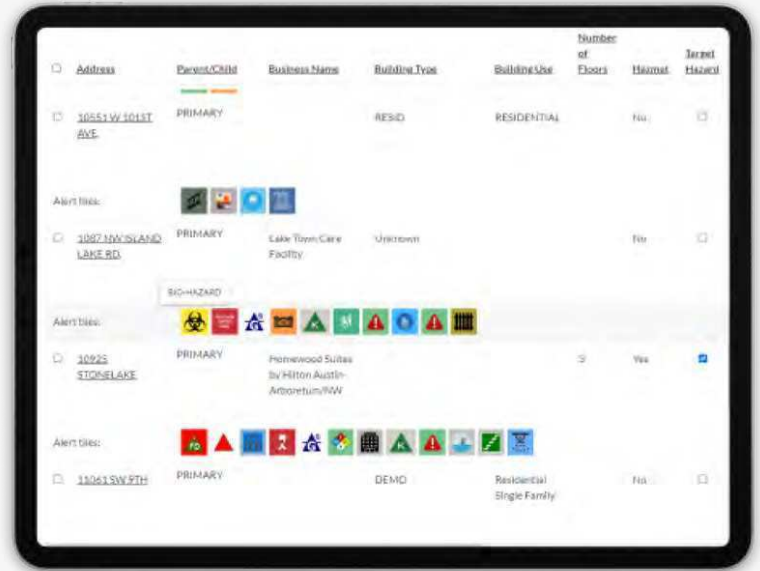
-  NFPA and Custom Map Markers
-  Building System and Structural information
-  Critical systems, such as Alarm Panels, Shutoffs, and Fire Systems
-  Hazardous Material
-  Attachments, such as Policies and Plans
-  Multi-building and multi-level support
-  Any Device



ANALYZE & MANAGE

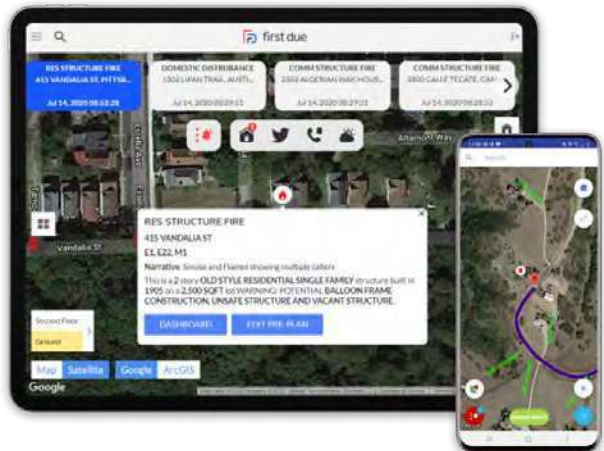
Take control over your response area with the ability to assign and schedule pre-plans, analyze inspection history, and gain better insights to risk in your response area, ensuring the best ISO score possible.







-  Occupancy Organizer for every structure.
-  Filter and search occupancies based on any factor.
-  Assign pre-plans with due dates to individuals, shifts, stations, etc.
-  Manage workflow for submitting and approving pre-plans.



RESPOND

Instantly access critical structure and occupant data at the time of response on any device tied directly to CAD. Receive notifications, access pre-plans, status, route, and manage incidents in just seconds.



-  Instant occupancy dashboard available at the time of dispatch
-  Notifications
-  Easy-to-view responder pre-plan dashboard
-  Staging
-  Routing to the scene
-  Integration with your Mobile Response Platform



Community Connect

End-to-End Community Engagement for Public Safety

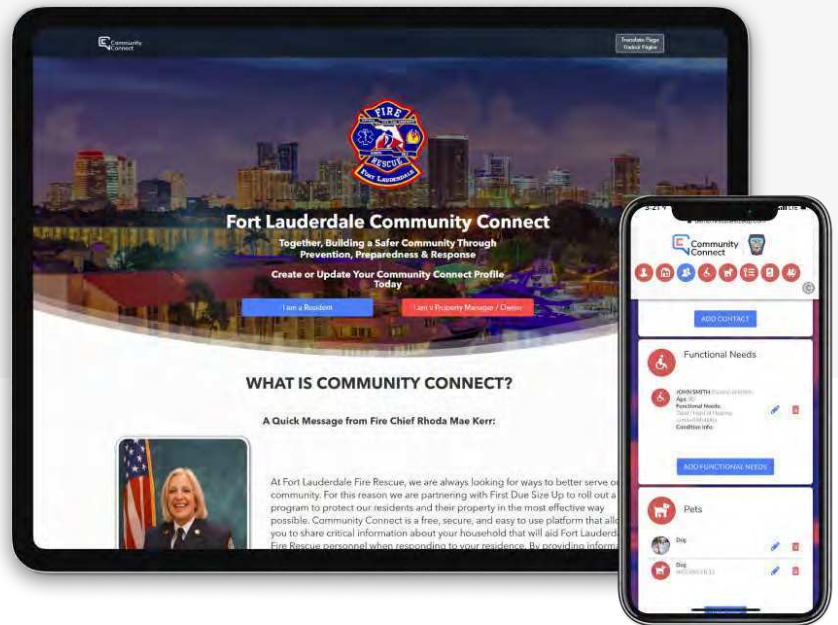








<https://www.firstduesizeup.com/products/communityconnect>

ENGAGE RESIDENTS

Give Residents & Business Owners a Powerful Online Portal to Build Life Safety Profiles and an out-of-the-box online marketing presence to get them there.

Resident-Built Life Safety Profiles - Engage with your Community



-  Occupants & Contacts
-  Access & Functional Needs
-  Access and Utilities
-  Pets & Livestock
-  Critical Building Information
-  COVID-19 Self-Reporting

FAST AND EASY

5-Minutes to a Complete Community Connect Profile from Start to Finish

COMPLIANT & SECURE

Safe & Secured with Bank-Level Encryption & HIPAA Compliance

CUSTOMIZABLE

Turn on or off Information Collection Buckets for Your Specific Needs

LAUNCH ON DAY 1








Your Own Print & Media Assets. 1:1 help from Community Connect Experts.



First Due Request for Proposal: CONFIRE

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-  Emergency Plans
-  Contact Information
-  Fire Systems
-  Hazardous Material
-  Access and Utilities
-  Critical Building Information
-  Vulnerable Staff/Employees/Residents

ENGAGE BUSINESSES

Engage directly with your commercial buildings, schools, universities, and other target hazards. Enable them to provide critical emergency-related information and collaborate with your agency before, during, and after an incident.


AUTOMATE WORKFLOWS

Take your paper-based and manual processes and completely automate them by allowing residents and businesses to apply, be notified and pay for services directly through the Community Connect Portal.


-  **BURN PERMITTING**
-  **SMOKE DETECTOR INSTALLS**
-  **KNOX BOX**
-  **RE-INSPECTIONS**
-  **AND MORE**

INFORMATION, WHEN IT MATTERS


Respond with Community Connect information during an emergency & use data for analysis during a major event.

- 

DASHBOARD

Instant visual dashboard at the time of dispatch.
- 

RESPONSE

Routing to the scene, notifications, and, staging.
- 

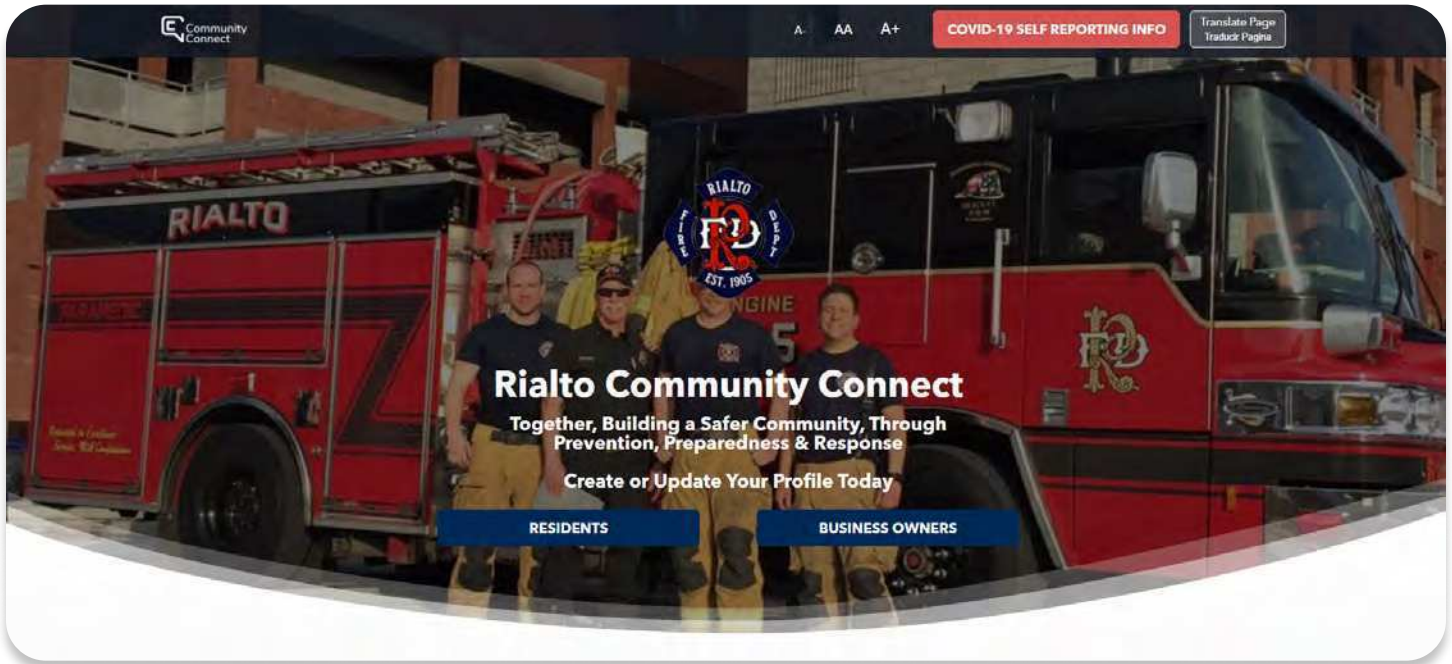
ANALYSIS

Compatible with Esri ArcGIS for a top-down view of your residents.

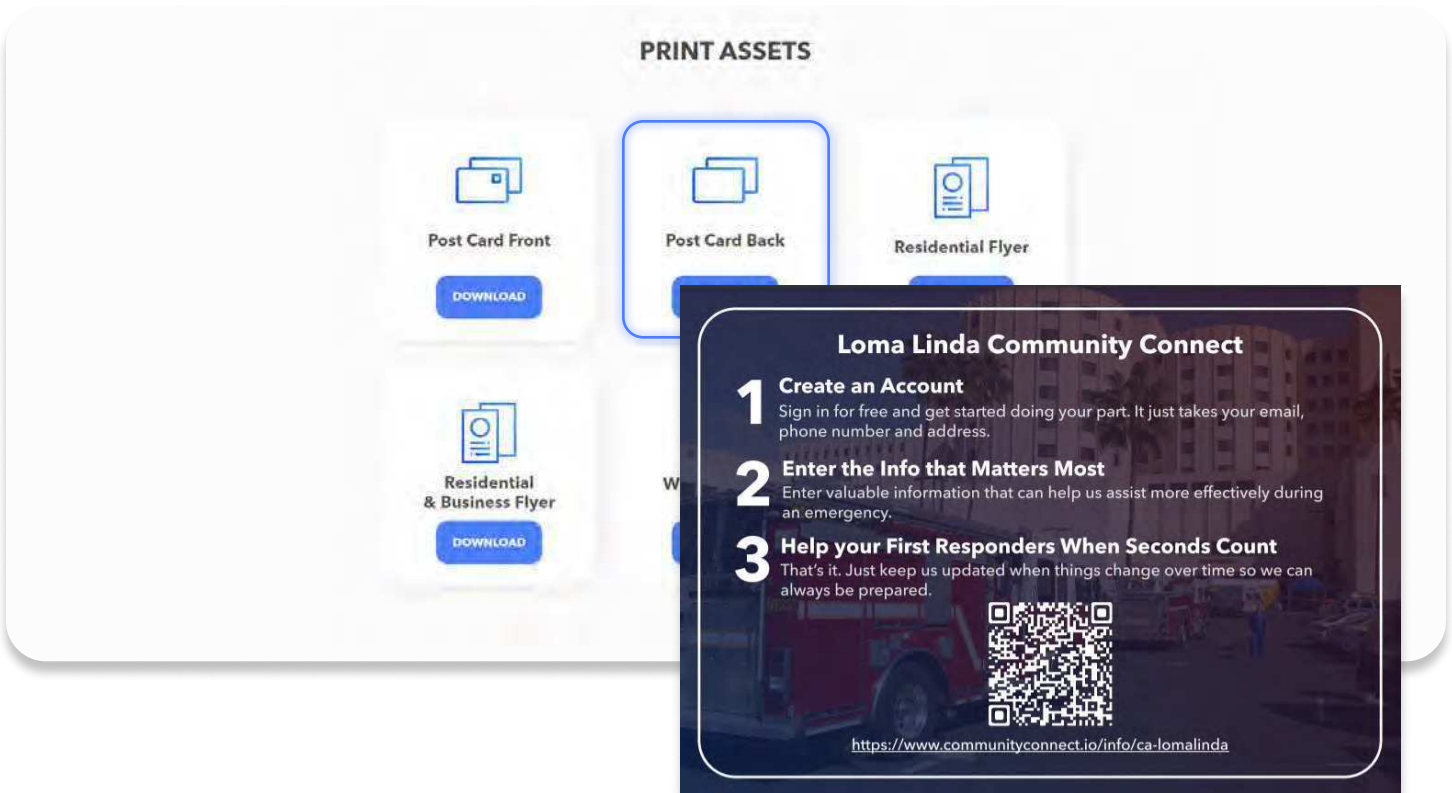


COMMUNITY CONNECT MARKETING MATERIALS

[HTTPS://WWW.COMMUNITYCONNECT.IO/INFO/CA-RIALTO](https://www.communityconnect.io/info/ca-rialto)

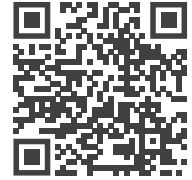


[HTTPS://WWW.COMMUNITYCONNECT.IO/INFO/CA-LOMALINDA](https://www.communityconnect.io/info/ca-lomalinda)



Fire Prevention

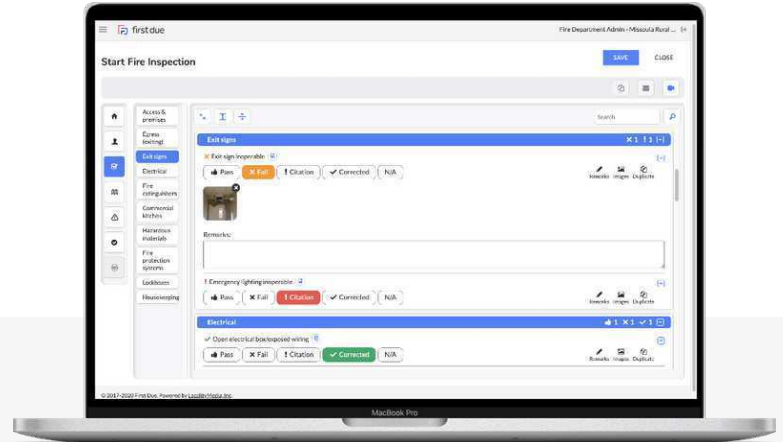
Re-imagining
Fire Prevention




<https://www.firstduesizeup.com/products/fireprevention>


NEXT-GEN INSPECTIONS


Complete any type of inspection with intuitive, flexible design with fully integrated preplanning for company level inspections.



 Intuitive, Flexible Design Checklists

 Integrated Codes

 Mobile Responsive on Any Device

 Integrated Best-of-Breed Pre-Planning

VIRTUAL CRR


Do more with less by completing inspections virtually and working directly with business owners and the community to provide critical information, complete applications, and even complete re-inspections.



 Virtual Inspections

 Automated Re-Inspections

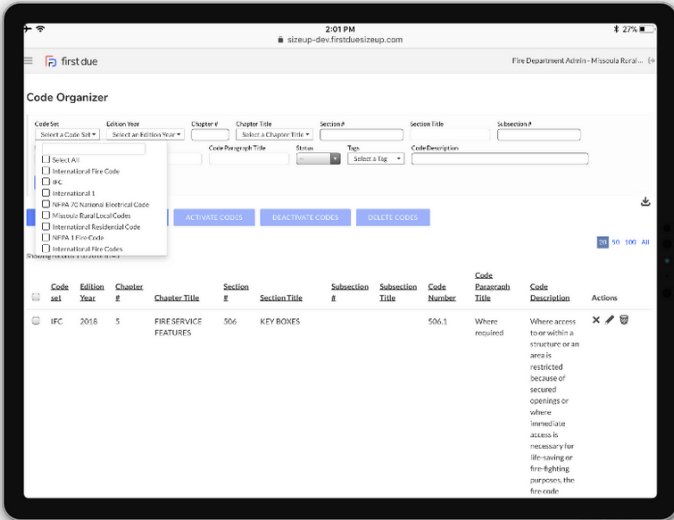
 Apply for Permits






 Collaborate with Businesses and Residents



First Due Request for Proposal: CONFIRE

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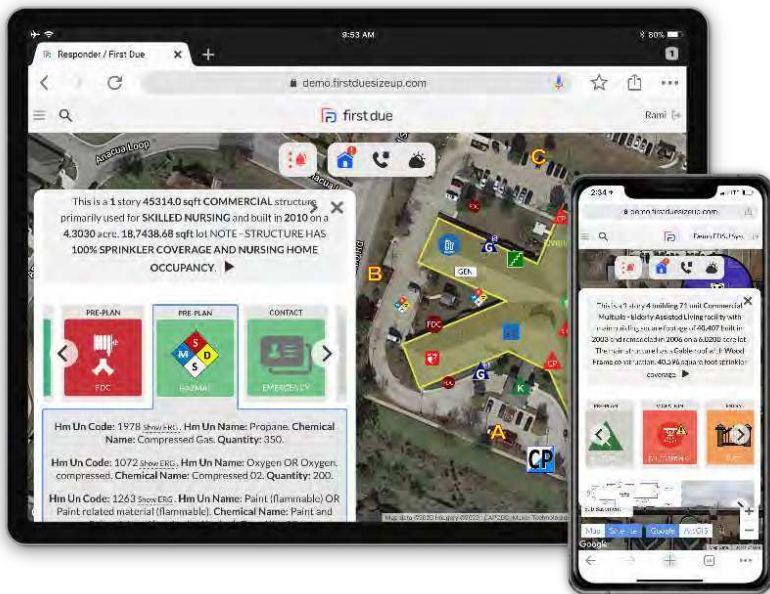
-  Codes as a Service
-  Code Management Tools
-  Checklist Configuration
-  Automated Invoicing
-  Sophisticated Reporting





ENTERPRISE MANAGEMENT

From small agencies to large enterprises, we've got you covered with code management, checklist customization, and end-to-end invoicing and billing.

RESPONDER FRIENDLY

Bridge the gap between Prevention and Operations by making sure they have the critical building and occupant data they need to stay safe.

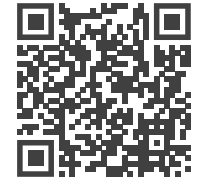


-  Data on every structure, including residential
-  Tied to CAD
-  Mobile Responder App
-  Quick-read format with Alert Tiles



Mobile Responder







Re-imagining Information at the Time of Dispatch

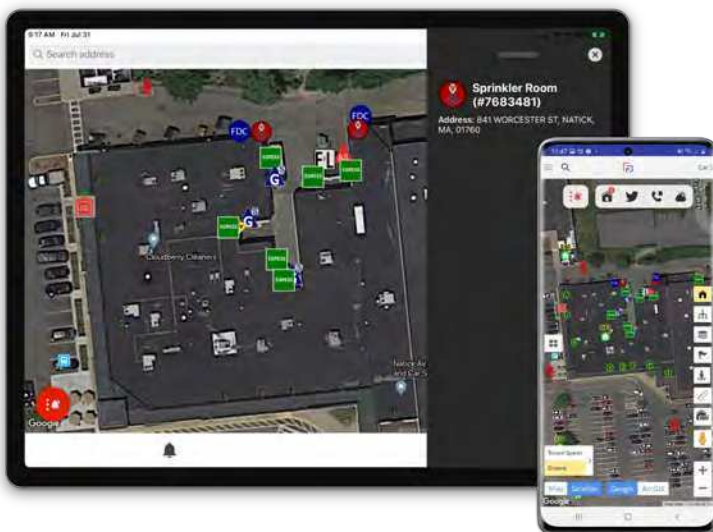
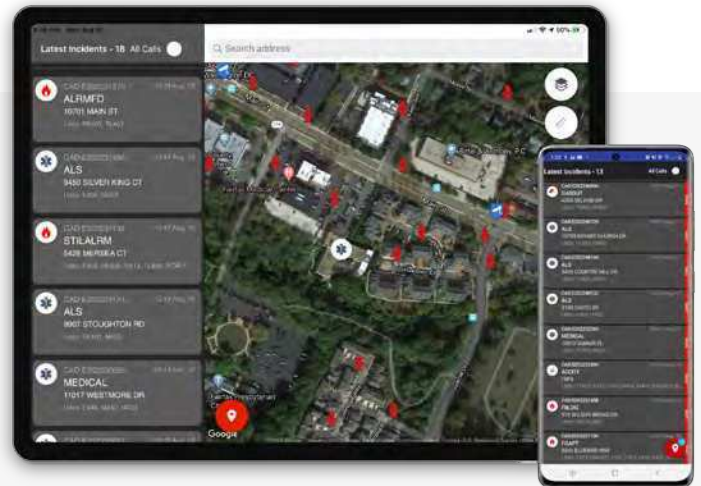


<https://www.firstduesizeup.com/products/mobileresponder>

RESPOND




Complete mobile response functionality allows you to be notified, status, and route to an incident.

-  Notifications
-  Routing
-  Staging
-  Live Unit Tracking
-  Live Chat
-  Flexible Maps



ACCESS

Access critical information on every building at the time of dispatch. From map markers to alert tiles, data is easy to consume quickly.

-  Pre-plan maps
-  Responder Dashboard
-  Data on every structure



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SHARE


Ensure all of your mutual aid agencies, police, and OEM are all operating from the same playbook with easy sharing of pre-plans.

ANYWHERE

Respond and access critical information on any device in seconds.



 iOS

 Android

 Web



Incident Reporting

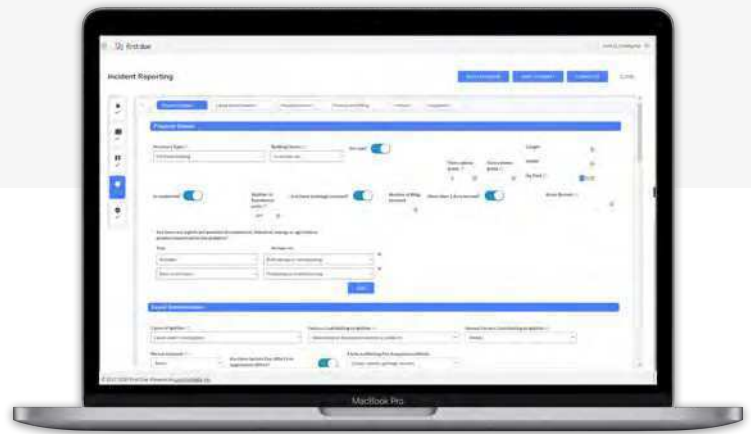
Re-imagining
Records Management






<https://www.firstduesizeup.com/products/incidentreporting>

NEXT-GEN INCIDENT REPORTING

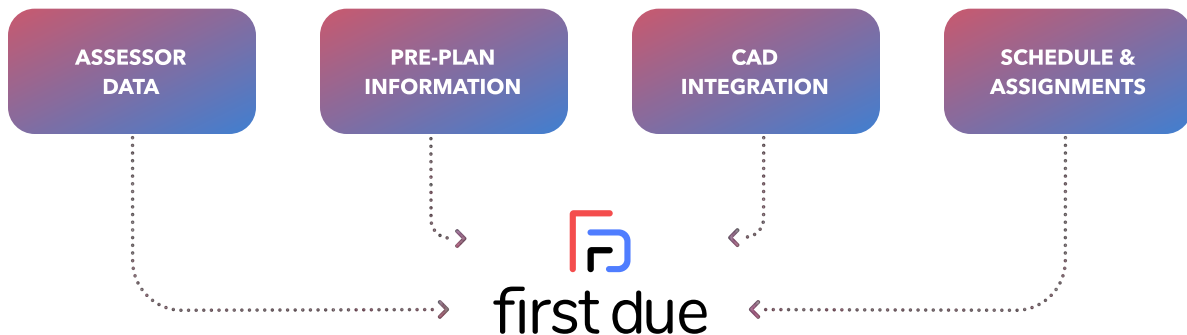
Document fire company responses with fully scalable, NFIRS and NFORS compliant reporting system designed for ease of use by field responders.



-  Intuitive responder-focused workflow
-  Mobile responsive on any device
-  Fully scalable for all incident sizes

AUTOMATION

Incident Documentation that requires a fraction of the time with automatically prefilled property, dispatch, asset, personnel, and open data.

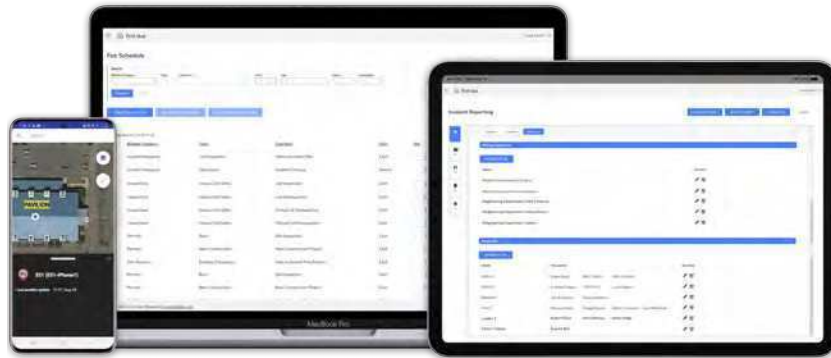


COMPLIANCE

Fullfill your Incident Reporting requirements at the State and Federal level with automated uploads to necessary regulatory agencies.

ENTERPRISE MANAGEMENT

From small agencies to large enterprises, we've got you covered with comprehensive data capture and end-to-end invoicing and billing.



Sophisticated Reporting



Vehicle Integration



Customizable Invoicing

Scheduling & Personnel

Re-imagining
Staff Management



<https://www.firstduesizeup.com/products/schedulingpersonnel>


IMPROVED SCHEDULING

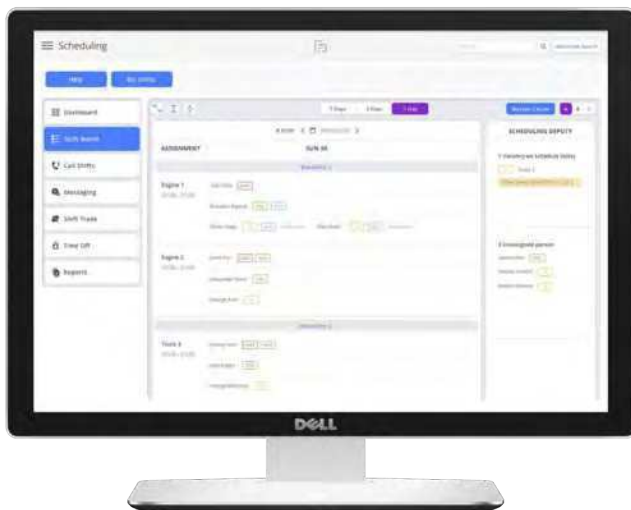
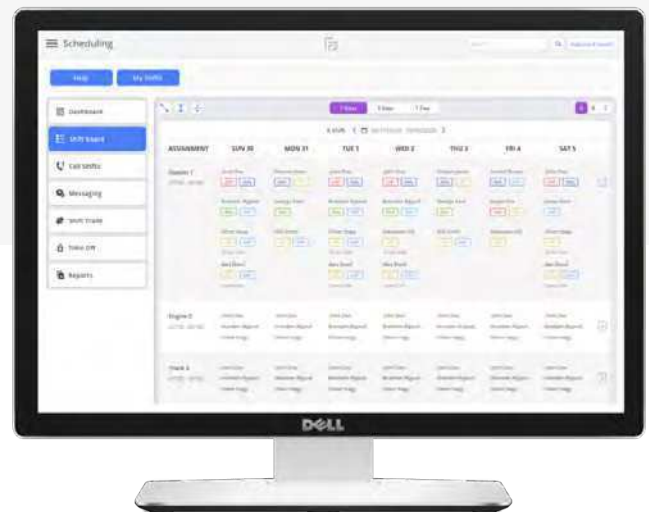
Schedule personnel with a single drag & drop, utilizing a best-of-breed scheduling platform.

 Flexible Shift Board

 Trades

 Apparatus Staffing Levels

 Time-off and overtime



AUTOMATION

The Scheduling Deputy will recognize vacancies and other required movements to maintain minimum staffing levels.

 Vacancies

 Recommend actions



 Show unassigned personnel





COMPLIANCE

Fulfill Union and Department requirements with this all-inclusive scheduling solution.

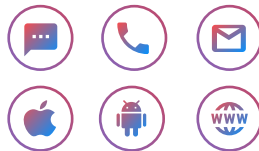
-  Full ad-hoc reporting
-  Payroll exporting
-  Data export
-  Time off and Trade monitors

ENTERPRISE MANAGEMENT

From small agencies to large enterprises, we've got you covered with comprehensive data capture and end-to-end scheduling.



Any shift type and any rotation.



Universally accessible overtime paging, time off requests, and approvals.



Automation and Integration with CAD, Incident Reporting, and more.

Assets & Inventory

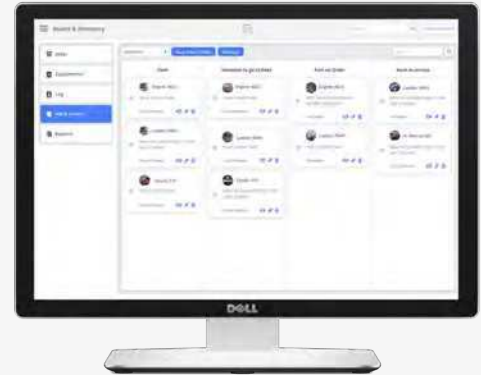
Re-imagining Vehicle & Equipment Management



<https://www.firstdsizeup.com/products/assets>

ENHANCED ASSET MANAGEMENT

Next-level asset management to accurately understand to-the-minute condition and assignments of apparatuses & equipment - all linked to other critical areas of department operations.



NEXT-GEN VEHICLE CHECKS

Use powerfully intuitive customizations to bridge the gap in vehicle checks.

WORK ORDER MANAGEMENT

AUTOMATION

Leverage emerging IT capabilities in your apparatuses to automate critical areas of the vehicle management process.

LEARN MORE ABOUT FIRST DUE FIRST DUE CUSTOMERS & CUSTOMER STORIES



Trusted by Agencies Nationwide

From volunteer towns to America's largest cities, from Floridian beaches to the Alaskan backcountry and everywhere in between, the next generation of Fire & EMS runs on First Due.



Charlotte Fire Department
Charlotte, NC



Mesa Fire Rescue
Mesa, AZ



Ft. Lauderdale Fire Rescue
Ft. Lauderdale, FL



Seattle Fire Department
Seattle, WA



Fort Worth Fire Department
Fort Worth, TX



Fort Myers Fire Department
Fort Myers, FL



Salem Fire Department
Salem, OR



Mat-Su Borough Emergency Services
Mat-su Borough, AK



Albuquerque Fire Rescue
Albuquerque, NM



Beverly Hills Fire Department
Beverly Hills, CA



Medford Fire Department
Medford, OR



Sandy Springs Fire Department
Sandy Springs, GA



Placentia Fire & Life Safety
Placentia, CA



Fairfax County Fire Department
Fairfax County, VA



Palm Beach Fire Rescue
Palm Beach, FL



Orange Beach Fire Rescue
Orange Beach, AL



Las Cruces Fire Department
Las Cruces, NM



Grapevine Fire Department
Grapevine, TX



Davie Fire Rescue
Davie, FL



Asheville Fire Department
Asheville, NC



Item 5.



**Kitsap County
CENCOM 911**
Kitsap County, WA



**Northern VA Emergency
Response System**
Northern VA



**Chico Fire
Department**
Chico, CA



**Vail Fire &
Emergency Services**
Town of Vail, CO



**Buncombe County
Emergency Services**
Buncombe County, NC



**City of Reno
Fire Department**
Reno, NV



**Draper City Fire
Department**
Draper, UT



**Bowling Green
Fire Department**
Bowling Green, KY



**Santa Monica Fire
Department**
Santa Monica, CA



**Addison Fire
Department**
Addison, TX



**Hutto Fire
Rescue**
Williamson County, TX



**Mecklenburg
Emergency Services**
Mecklenburg County, NC



**West Valley City
Fire Department**
West Valley City, UT



**East Rutherford
Fire Department**
East Rutherford, NJ



**Navajo Nation Fire
Department**
Navajo Nation, AZ / NM



**Rio Vista Fire
Department**
Rio Vista, CA



**Palo Alto Fire
Department**
Palo Alto, CA



**Marrero-Estelle
Volunteer Fire**
Marrero, LA



**Sanibel Fire
Rescue District**
Sanibel, FL



**Rio Rico Medical
& Fire District**
Rio Rico, AZ



**Ocala Fire &
Rescue**
Ocala, FL



**Natick Fire
Department**
Natick, MA



**Santa Clara County
Fire Department**
Santa Clara County, CA



**Warsaw-Wayne
Fire Territory**
Warsaw, IN



**And Many More
Nationwide**



Q&A



Andrew Vita
Assistant Chief of
Operations

QUICK FACTS

Location



Fairfax, VA

Response Area Population



23,000

Personnel



85 Professional
Firefighters



NVERS / CITY OF FAIRFAX FIRE DEPARTMENT

Achieving Northern Virginia's Interagency Vision with First Due

The Interoperability Vision in Northern Virginia

First Due

Let's start by learning more about the vision across Northern Virginia to share information. How did this come about, and where was the project before First Due?

Chief Vita

We had a few incidents back in the 1980s. In 1982 had both the Air Florida crash and a Metro Train derailment and it was clear we needed a better way to communicate between agencies for major catastrophes and later on many types of incidents. The goal was to be able to work together across jurisdictions and share our resources to do what's best for the community. At first, this meant a common numbering system, which came up during these major events, where for example you would have five engine ones. Our communication was okay; what we were not doing was "coordinating." We needed to coordinate the naming and numbering of resources to prevent confusion.

Then came AVL. AVL worked in those jurisdictions that had AVL, but as of today, we are still working on CAD to CAD, which allows PSAP to communicate in real-time and is making things cleaner and smoother. But even real-time has its challenges. We had all been sharing resources for a very long time, but we weren't sharing information on each others' structures seamlessly through our computers.

Before First Due

First Due

How did this effect sharing pre-incident plans containing critical data on structures?

Chief Vita

We were all doing pre-incident plans the traditional way. I'd make a copy of it, and then I would have to deliver it to all the surrounding jurisdictions that might respond into my area. As soon as I printed that pre-plan, it was outdated because something would change and nobody would go back and update it. Sometimes we would give it to someone at a fire station and it wouldn't get put into the three ring binder, or it would get torn out of a three ring binder on the way to a call and not get put back in the right spot.

Because of events like 9/11, our jurisdictions became closer. On 9/11, units responded to areas they had not been responding to prior. That day highlighted the need to ensure that "all available" data/pre-incident plans should be

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available to all NOVA apparatus because we could always end up in a new area. Paper made it impossible to share and store all this information. With iPad's and Dropbox, it was getting easier, but not as good as it could get. You had companies responding to calls that they weren't normally responding to. Urban engine companies now needed rural water supply plans because they were responding to incidents at high-rise buildings with FDC's and standpipes.

We had these three ring binders, bolted down to the dash on the dog-house of the firetruck with plans that needed replacing on a daily basis. Later, we started passing thumb drives around, but time moves forward so even those weren't accurate.

With First Due

First Due

So how has First Due changed things?

Chief Vita

Well, now you're getting 14 Fire Departments and their pre-incident planning POC/experts all putting information in the same place to be used the same way – information that's always current and always accurate. Through First Due, our regional partners are able to get across what's most important and what's going to be the best for our personnel responding to a call in their response area, and we can see the same for them.

Plenty of departments had something like 14- and 20-page pre-plans. Pictures, tell a thousand words. We can scan alert tiles and icons on maps to rapidly understand what's going on with any structure a whole lot faster than reading. We have actionable data on any scenario in each others' response areas.

On the Line

First Due

While en-route to a call, how are your crews working in First Due?

Chief Vita

They start looking at buildings and icons. They start reading the information. They start tapping local live cameras. The officer can listen to the radio, and the driver can get you there. But [now you have four sets of eyes working on this and four brains trying to assess or analyze a problem and begin to make informed tactical decisions before arriving on scene](#), which makes everybody a whole lot safer. And that's all great to hear.

The Value of Pre-Planning

First Due

How has this changed the attitude towards the value of Pre-Planning across Northern Virginia?

Chief Vita

There was a lot of excitement about being able to go out and start doing pre-plans. Even those company officers who have been here for 20, 25 years, who after a while, they know their buildings fairly well, get the value of sharing that with others. That's the big thing that I was hoping for. [There's been a change in the whole attitude across pre-plans, and the value is then recognized because we've come to expect quality information in First Due at the time of response.](#)



Q&A



Barry Spriggs
Deputy Fire Chief

QUICK FACTS

Location



Arcadia, CA

Response Area
Population

59,000

Personnel



53 Professional
Firefighters



ARCADIA FIRE DEPARTMENT

Employing Data to Defend Arcadia from the 2020 Bobcat Fire

Preparing for the Worst

First Due

When preparing for a wildland fire, what critical pieces of information do you need?

Deputy Fire Chief Spriggs

What we need is an accurate real-time map of the fire progression, a list of residents that have any access and functional need issues that make them particularly vulnerable and our pre-established evacuation and structure defense zones.

In Years Past

First Due

Before First Due, how readily available was this information and how actionable was it in the field?

Deputy Fire Chief Spriggs

Before we were running on First Due, we did not have Access and Functional Needs lists. In years past, we didn't have our Fire Progression maps available to all companies operating at an event like a major wildfire. Likewise in our city Emergency Operations Center, we didn't have the ability to view the same up-to-the-minute Fire Progression information or map out the locations of our more vulnerable residents that would require special attention.

Defending Residents With Community Connect

First Due

As the Bobcat Fire approached Arcadia, how did AFD utilize Community Connect to keep a handle on at-risk residents?

Deputy Fire Chief Spriggs

We first went in to First Due and used the Occupancy Organizer to view a concise list of addresses that housed our at-risk residents and then provided this list to our partners in Law Enforcement as they were putting together their evacuation plans. With Community Connect, Arcadia was able to better understand where our most vulnerable people were housed, and we were better prepared to act quickly in ensuring their safety as the fire intensified.

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Consolidating GIS Data in First Due

First Due

Fire Perimeter, MODIS / VIIRS Hot-spots, residential occupancies - there are so many pieces of geo-spatial information to keep track of during a major incident. What role did First Due take in helping this process? When preparing for a wildland fire, what critical pieces of information do you need?

Deputy Fire Chief Spriggs

MODIS and VIIRS layers in GIS are up-to-date information made available by the folks at NASA to understand through high-tech thermal imaging what areas are showing spikes in abnormal heat and where the fire has most likely spread. In conjunction with Fire Perimeter data from other sources, we're able to gain an accurate, real-time picture of what we're dealing with.

Next, we overlay these critical maps on top of our base map that we work in week-in, week-out in First Due that contains our Pre-Incident Plans both on our target hazards and for residential occupancies. By having all of our mapping data in one place, we were able to quickly brief companies in the field with accurate information and brief our city staff with the same mapping data in the EOC.

How First Due Made a Difference

First Due

How did First Due make a difference during the Bobcat Fire?

Deputy Fire Chief Spriggs

Having an accurate map part was huge when deciding how/where to place resources for all agencies involved in response to the event; our personnel, Local PD as well as City Officials in the EOC. Early on, it was determined that we needed to take advantage Arcadia specific GIS layers and Wildfire specific GIS layers to make sure we can utilize our computers and tablets in the command post and Emergency Operations Center so that we can stay current with the Fire Perimeter and best understand how it can impact our city.



Q&A



Ronny Smith
Pre-Plan Coordinator

QUICK FACTS

Location



Silverdale, WA

Response Area Population



60,000

Personnel



100 Professional
Firefighters



CENTRAL KITSAP FIRE & RESCUE

Accelerating Response Times & Coordinating Arrival with Target Hazard Staff with Community Connect

Challenges of Age Care

First Due

What are the challenges that CKFR has consistently faced when responding to age care facilities?

Ronny Smith

Should there be a catastrophic event at one of these facilities, evacuating residents presents its own challenges. We have facilities in our protection area where there are 60+ apartments that house residents with various functional needs that would need assistance in rapidly exiting their buildings. This is manpower intensive and can present a major operational issue.

Responding to a call relevant to a single individual at one of these facilities is a different issue but also its own challenge. A resident may call 911 looking for EMS to address a critical health issue, and in some instances the facility staff would be unaware that a call was placed. Therefore, when we arrive, staff is unprepared to ensure quick transport of the resident to the ambulance.

Re-Imagining the Response Workflow

First Due

How did First Due offer a solution to positively impact the response workflow at an age care facility?

Ronny Smith

First Due is an awesome tool that allows our personnel to create differentiated pre-plans for care facilities. We can have different layers that show our crews a plan for a fire, plans for EMS extraction at various points around the facility, and every other scenario we train for.

What truly sets First Due apart is enabling staff at the facility to play a role in the pre-planning and notification process. Through Community Connect, the building leadership and on-site security are notified when a resident calls 911 for an emergency. As we're en-route, security has already received a text message that Central Kitsap is responding and then proceeds to prepare for our arrival by clearing space for the ambulance outside, locking down an elevator for our crew, and more. In the middle of the night, this is huge. [Community Connect has reduced our response times dramatically and helped keep our elderly safe.](#) It's great; doors are unlocked, elevators are on the ground floor, and security has the situation under control and can escort us directly to the person in trouble.

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Community Connect Bridging the Responder / Caregiver Information Gap

First Due

Do you have any specific examples?

Ronny Smith

The day after we set up one of our facilities for Community Connect, we were dispatched there to help a senior in respiratory distress. Prior to the dispatch, I notified the crews that this new notification system had been set up with security at this 24-hour care facility. When our crew was dispatched, the security guards knew we were on our way and had prepared to provide immediate access and helped facilitate the response. We were able to get our senior in distress out of his room and loaded onto an ambulance with record levels of assistance from facility staff.

Growing the Community Connect Program

First Due

How do you plan on expanding your success with Community Connect to get more facilities like this one signed up?

Ronny Smith

We have First Due deployed to all six of the fire departments here in Kitsap County. For the folks that don't know that's just across the sound from Seattle, Washington. Community Connect has been running countywide for over a year, and we have seen thousands of our residents sign-up and a growing number of local businesses like the age care facility we spoke about today. CKFR coordinates with Operations and the Community Connect leads at each of our partner agencies to ensure we have a coordinated plan for awareness and registrations the same way we all came together to focus on Community Connect at our residential occupancies.

Working directly with the leadership and staff at our businesses adds a whole new level of service that will positively assist our Community Risk Reduction strategy.

Creating a Household Name

First Due

How do you plan to make your community aware of the program?

Ronny Smith

First Due provides us with a custom-branded kit to get the right information in front of the residents and businesses we provide service to. Because all of our partners at our neighboring agencies use the same kit, we have standardized messaging, standardized branding, and a standardized marketing plan. We use these resources to develop presentations for local businesses, chambers of commerce, rotary clubs, our schools, and our local malls, and we just grow from there. We also keep informative flyers in our units to distribute should there be an opportunity during response.

