

**2019 Surveillance Impact Report**

# **COMPUTER-AIDED DISPATCH (CAD)**

**SEATTLE FIRE DEPARTMENT**

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# Surveillance Impact Report (“SIR”) overview

## About the Surveillance Ordinance

The Seattle City Council passed Ordinance [125376](#), also referred to as the “Surveillance Ordinance,” on September 1, 2017. SMC 14.18.020.b.1 charges the City’s executive with developing a process to identify surveillance technologies subject to the ordinance. Seattle IT, on behalf of the executive, developed and implemented a process through which a privacy and surveillance review is completed prior to the acquisition of new technologies. This requirement, and the criteria used in the review process, are documented in [Seattle it policy pr-02](#), the “surveillance policy”.

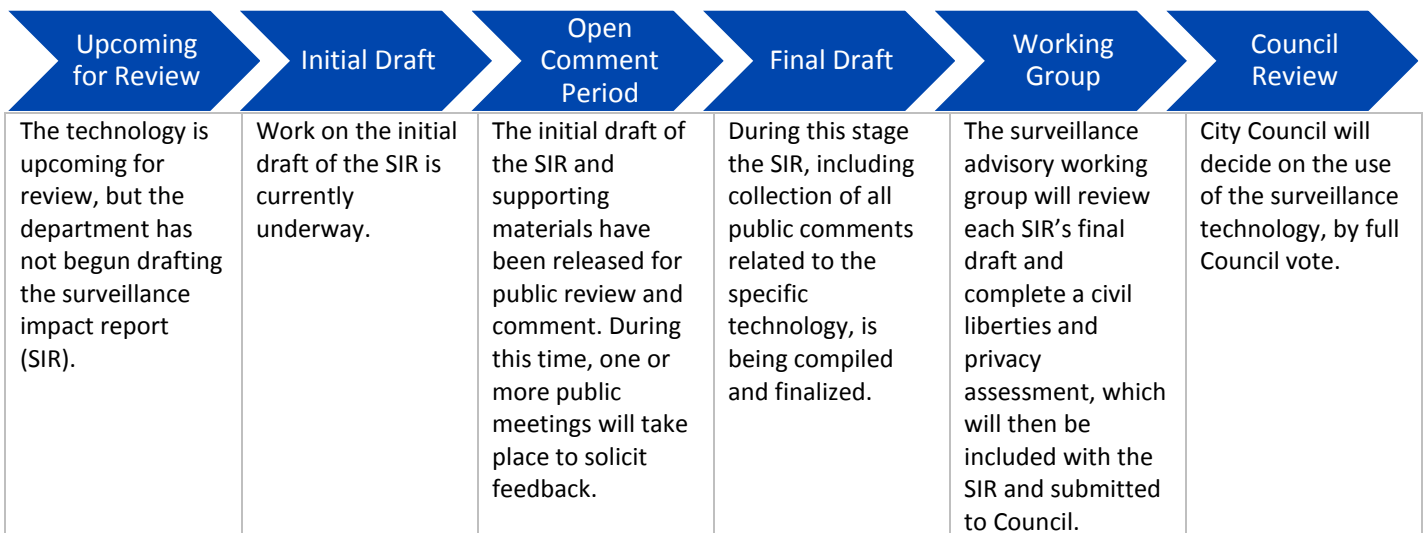
## How this Document is Completed

This document is completed by the requesting department staff, support and coordinated by the Seattle information technology department (“Seattle it”). As Seattle it and department staff complete the document, they should keep the following in mind.

1. Responses to questions should be in the text or check boxes only; all other information (questions, descriptions, etc.) Should **not** be edited by the department staff completing this document.
2. All content in this report will be available externally to the public. With this in mind, avoid using acronyms, slang, or other terms which may not be well-known to external audiences. Additionally, responses should be written using principally non-technical language to ensure they are accessible to audiences unfamiliar with the topic.

## Surveillance Ordinance Review Process

The following is a high-level outline of the complete SIR review process.



# Privacy Impact Assessment

## Purpose

A Privacy Impact Assessment (“PIA”) is a method for collecting and documenting detailed information collected in order to conduct an in-depth privacy review of a program or project. A PIA asks questions about the collection, use, sharing, security and access controls for data that is gathered using a technology or program. It also requests information about policies, training and documentation that govern use of the technology. The PIA responses are used to determine privacy risks associated with a project and mitigations that may reduce some or all of those risks. In the interests of transparency about data collection and management, the City of Seattle has committed to publishing all PIAs on an outward facing website for public access.

## When is a Privacy Impact Assessment Required?

A PIA may be required in two circumstances.

1. When a project, technology, or other review has been flagged as having a high privacy risk.
2. When a technology is required to complete the surveillance impact report process. This is one deliverable that comprises the report.

## 1.0 Abstract

### 1.1 Please provide a brief description (one paragraph) of the purpose and proposed use of the project/technology.

Computer Aided Dispatch (CAD) is a suite of software packages that provide unit recommendations for 911 emergency calls based on the reported problem and location of a caller. The Seattle Fire Department uses CAD to manage dispatches for thousands of responses each year.

### 1.2 Explain the reason the project/technology is being created or updated and why the PIA is required.

According to the Surveillance Ordinance, a technology has surveillance capability if it can be used “to collect, capture, transmit, or record data that could be used to surveil, regardless of whether the data is obscured, de-identified, or anonymized before or after collection and regardless of whether technology might be used to obscure or prevent the capturing of certain views or types of information.”

CAD receives information from callers in order to properly respond to emergency situations, often including their name, phone number, address from which they are calling, medical conditions, and potentially other personally identifiable information. While most of this information is consciously volunteered by callers, some of the information may be stored for future reference in emergency situations or for quality assurance purposes. Additionally, information may be provided to CAD about someone or a situation with identifiable information without their knowledge.

## 2.0 Project / Technology Overview

Provide an overview of the project or technology. The overview gives the context and background necessary to understand the purpose, mission and justification for the project / technology proposed

### 2.1 Describe the benefits of the project/technology.

The City of Seattle has the highest cardiac arrest survival rate of any major city in the United States. A large part of that success is due to the CAD software allowing dispatchers to make quicker decisions and immediately assign accurate resources. The CAD system can be described as the “tip of the spear” when it comes to emergency responses. All subsequent actions taken by SFD personnel in responding to emergency calls and events are predicated on the information obtained by CAD after a call has been received.

For more details about Seattle Fire’s performance please see the SFD Annual Report:  
[http://www.seattle.gov/Documents/Departments/Fire/FINAL%20Annual%20Report\\_2017.pdf](http://www.seattle.gov/Documents/Departments/Fire/FINAL%20Annual%20Report_2017.pdf)

### 2.2 Provide any data or research demonstrating anticipated benefits.

TriTech’s Respond CAD, Computer Aided Dispatch (CAD) solution was developed exclusively for EMS agencies to manage emergency and non-emergency call taking and dispatching operations. This solution captures all major data points throughout each call to provide comprehensive data collection to immediately enable personnel to execute rapid aid deployment in emergency situations.

The Computer Aided Dispatch system offers an array of features and functions that aid in the rapid deployment of aid. A list of CAD system abilities from Trittech may be found here:  
[https://www.tritech.com/downloads/Z\\_18\\_IMCCAD\\_DS.pdf](https://www.tritech.com/downloads/Z_18_IMCCAD_DS.pdf)

A study by the Illinois Department of Transportation on the impact of CAD systems finds that:  
“The introduction of CASD systems allows for dramatic increases in the quality and quantity of performance related data.” For a detailed examination of system benefits, this study is available here: <https://utc.uic.edu/wp-content/uploads/Strategic-Project-Plan-Computer-Assisted-Scheduleing-and-Dispatch1.pdf>

### **2.3 Describe the technology involved.**

CAD is a distributed server environment utilizing multiple workstations to centrally manage 911 emergency calls. The software is made by Tritech Software Systems. According to Tritech:

“CAD dispatch software helps communications center personnel manage a large amount of information—unit locations, unit statuses, pending and active calls, and other critical data—while serving as a voice of reassurance to callers and providing vital information that links police officers, firefighters, and paramedics.” (Source: <https://www.tritech.com/solutions/inform/inform-cad>)

The Seattle Fire Department has integrated CAD into many facets of our operations, from dispatching and resource delivery to staffing and reporting to federal authorities on departmental performance.

### **2.4 Describe how the project or use of technology relates to the department’s mission.**

The mission of the Seattle Fire Department is to save lives and protect property through emergency medical service, fire and rescue response and fire prevention. During an emergency, quick and effective decision-making by dispatchers and first responders can be the difference between life and death. CAD is a tool that allows dispatchers and first responders to work more efficiently and effectively assessing emergency situations and events to determine the appropriate response and resources.

### **2.5 Who will be involved with the deployment and use of the project / technology?**

Uniformed Seattle Fire Department personnel assigned to emergency response are involved with the use of the CAD system. This includes but is not limited to call dispatch operators, departmental operations, and mobile apparatus operators. The following divisions within the organization use the CAD system:

- Fire Alarm Center (FAC)
- SFD Operations Staff (SFD HQ).

Additionally, Seattle IT provides an SFD Client Services Director to facilitate strategic IT project management and client services for SFD IT technologies and applications, including the CAD system. Details about the IT department roles and responsibilities may be found in appendix K of this SIR.

### 3.0 Use Governance

Provide an outline of any rules that will govern the use of the project / technology. Please note: non-City entities contracting with the City are bound by restrictions specified in the surveillance ordinance and privacy principles and must provide written procedures for how the entity will comply with any restrictions identified.

#### 3.1 Describe the processes that are required prior to each use, or access to/ of the project / technology, such as a notification, or check-in, check-out of equipment.

Seattle Fire Department employees have access to CAD view, which is restricted via Active Directory controls and firewall rules. There is also a software firewall built into the system server to limit access and provide an additional level of system security.

Only specially trained members of the Fire Alarm Center can input information into CAD. The training process required for these months of hands-on training on location.

#### 3.2 List the legal standards or conditions, if any, that must be met before the project / technology is used.

There are local, state and federal regulatory requirements that apply to fire department operations and use of CAD systems to assist in meeting these stringent service level expectations. These include the following:

- RCW 35.22.280, which enumerates the powers afforded to first class cities, including Seattle: <http://app.leg.wa.gov/rcw/default.aspx?cite=35.22.280>.
- The authority of the Seattle Fire Department to provide emergency services can be found in Article X of the City of Seattle Charter: <http://clerk.ci.seattle.wa.us/~public/charter/charter.htm>
- National Fire Protection Standards (NFPA) mandate requirements response times and other service level standards for municipal fire departments. Details of these standards may be found here: <https://www.nfpa.org/codes-and-standards>
- RCW 35A.92.010 sets state level reporting standards for city fire departments, the requirements of which rely on CAD to meet: <http://app.leg.wa.gov/RCW/default.aspx?cite=35.103.010>

#### 3.3 Describe the policies and training required of all personnel operating the project / technology, and who has access to ensure compliance with use and management policies.

SFD commanding officers, such as the acting Lieutenant and/or Captain, are responsible for ensuring compliance of uniformed personnel in their unit.

SFD's Policy and Operating Guidelines (POG), contain details on policy and training related to deployment and use of SFD's CAD system. Applicable details from the POG can be found in Appendix K of this SIR.

## 4.0 Data Collection and Use

### 4.1 Provide details about what information is being collected from sources other than an individual, including other IT systems, systems of record, commercial data aggregators, publicly available data and/or other City departments.

CAD information includes both manually collected and automated data. Details about both of these are as follows:

Manually collected information includes the call information that CAD operators input into the system in the course of an emergency call. In addition to this information, there is an Emergency Medical Dispatch CAD plug in application which includes a decision tree protocol that facilitates interactions with callers.

Automated information include data from phone companies that they are required to collect and use to route emergency communications. The automated information includes but is not limited to automatically collected phone numbers with address links. These are described below:

- ANI is Automatic Number Identification. The ANI is a 10-digit Telephone Number (TN) associated with a device originating a 9-1-1 call. The ANI may be the actual number of a device, such as at a home; it may be a number that represents a Billing Telephone Number (BTN). This representation is often the case when calling from a business MLTS / PBX; it also may be called an Emergency Location Identification Number (ELIN), often used to indicate a more granular location within a business, especially in large campus or building environments.
- ALI is Automatic Location Identification. The ALI information is the '911 call location data' that is displayed to the 9-1-1 call taker on their computer display when answering 9-1-1 calls.

### 4.2 What measures are in place to minimize inadvertent or improper collection of data?

Information intake occurs during the initial call, during evaluation and response triage. When trying to validate location information to determine response resources, the operator may attempt to clarify this information from the caller and/or use computerized look up or confirmation of location. Once on scene at an emergency, there may be a need to update the initial intake information based on the existing situation.



#### **4.3 How and when will the project / technology be deployed or used? By whom? Who will determine when the project / technology is deployed and used?**

Tritech has been use by the Seattle Fire Department since 2003 and was deployed at the Fire Alarm Center (FAC) and in the mobile fleet (apparatus).

Uniformed Seattle Fire Department personnel assigned to emergency response are involved with the use of the CAD system. This includes but is not limited to call dispatch operators, departmental operations, and mobile apparatus operators.

Additionally, Seattle IT provides an SFD Client Services Director to facilitate strategic IT project management and client services for SFD IT technologies and applications, including the CAD system. Details about the IT department roles and responsibilities may be found in Appendix K of this SIR.

#### **4.4 How often will the technology be in operation?**

The technology is in operation daily. It runs 24 hours a day, seven days a week, 365 days a year.

#### **4.5 What is the permanence of the installation? Is it installed permanently, or temporarily?**

The installation and use of CAD is permanent.

#### **4.6 Is a physical object collecting data or images visible to the public? What are the markings to indicate that it is in use? What signage is used to determine department ownership and contact information?**

The CAD software has no physical or visual indicator that it is in use. The software itself runs 24 hours a day, 7 days a week, 365 days a year.

#### 4.7 How will data that is collected be accessed and by whom?

Access to CAD systems and data are as following:

- Caller information is collected by SFD dispatchers. The data is then accessible by all Fire Department personnel and is role-based depending on need to access the information and system.
- CAD data is also shared with American Medical Response (AMR) in real-time in order to coordinate resources needed for basic life support (BLS) EMS calls. AMR has their own access into the CAD system via Mobile Data Computer (MDC) in real time to aid in determining dynamic resource allocation and immediate response dispatch if warranted by the emergency.
- Some basic information including emergency response time, location, whether the incident is active or closed, and the date and time is also available online to the public via Realtime 911: <http://www2.seattle.gov/fire/realtime911/> with a one-minute delay.
- Pulse Point, a phone app that coordinates CPR volunteers and the location of AEDs with emergency cardiac victims. The app receives CAD info on cardiac emergencies at the same rate as the SFD personnel do for specific cardiac event response and public assistance for CPR. This has saved lives over the use of the system.

Additionally, incidental data access may occur through delivery of technology client services. All ITD employees are required to comply with appropriate regulatory requirements regarding security and background review. Information on the ITD roles associated with client services for City Departments can be found in Appendix K.

#### 4.8 If operated or used by another entity on behalf of the City, provide details about access, and applicable protocols.

The following are entities that use the CAD system:

- AMR accesses a limited view of CAD data for staging ambulances close to an incident. The data access and protocols for use are outlines in the memorandum of agreement (MOA) between the company of SFD, in appendix K.
- King County gets a nightly extract of the data via an electronic health records (eHR) data export of CAD to a data secure FTP server.
- NFPA(FEMA/DHS) receives a quarterly update on performance measure, per regulatory requirement.

#### 4.9 What are acceptable reasons for access to the equipment and/or data collected?

The following are acceptable reasons for access to the CAD system and data:

- Emergency Services and Dispatch
- Communication for first responders
- Public Records (some exemptions may apply)
- Discovery for litigation purposes
- Sharing of information with law enforcement in accordance with the [Uniform Healthcare Information Act \(UHCIA\)](#)
- Quality Assurance
- Client services for SFD IT technologies and applications, including the CAD system. Details about the IT department roles and responsibilities may be found in the appendix of this SIR.
- Quality Assurance

#### 4.10 What safeguards are in place, for protecting data from unauthorized access (encryption, access control mechanisms, etc.) And to provide an audit trail (viewer logging, modification logging, etc.)?

The following safeguards are in place to protect CAD data:

- Physical security of servers at FAC and back-up location at Seattle Police West Precinct includes key-card access
- Active directory rules control system access. AD access controls are role-based and based on a dedicated domain separating it from the City standard domain.
- Additions and deletion to AD is conducted by the services captain who gets daily reports on personnel. The services captain adjusts key card access daily to meet 24-hour threshold access control for personnel changes such as termination or reassignment.
- With each call, an activity log is created which allows the Quality Assurance (QA) specialist to review the timeline of decisions and system interaction during an incident response.

ITD support functions may require limited system access as detailed above. Supporting documentation on ITDs responsibilities in maintaining and supporting the CAD system can be found in Appendix K of this document.

## 5.0 Data Storage, Retention and Deletion

### 5.1 How will data be securely stored?

Seattle Fire Department CAD data is stored on a secure server located at the Fire Alarm Center. A back-up physical server in case of catastrophic failure is also maintained at the Seattle Police Department's West Precinct. SFD personnel arrive at the backup location when that is activated. Access controls and physical security are described in section 4.10.

### 5.2 How will the owner allow for departmental and other entities, to audit for compliance with legal deletion requirements?

All records are kept in accordance with state retention requirements.

### 5.3 What measures will be used to destroy improperly collected data?

Any improperly collected data is manually destroyed by SFD personnel, specifically members of the FAC.

Per the TriTech Software Support Agreement: "If Client determines a Software Error exists, Client shall immediately notify TriTech by telephone, followed by an error report in writing, setting forth the defects noted with specificity requested by TriTech."

### 5.4 which specific departmental unit or individual is responsible for ensuring compliance with data retention requirements?

Data is retained for the life of the system. The following roles are responsible for ensuring compliance with data retention requirements:

- Assistant Chief of Risk Prevention
- Communications Deputy Chief

## 6.0 Data Sharing and Accuracy

### 6.1 Which entity or entities inside and external to the City will be data sharing partners?

Data sharing partners include:

- American Medical Response (AMR)
- The University of Washington, Harborview Medical Center (UWHMC)
- ESO Solutions, current vendor for electronic healthcare records (eHR)
- King County – King County Emergency Medical Services (KC EMS) contracts through KC for hosted her records access
- In case of suspected criminal activity resulting in or from an emergency response, applicable event data is provided to SPD for investigative purposes.

### 6.2 Why is data sharing necessary?

Data sharing is necessary for coordinated, rapid responses to 911 incidents, particularly reducing the amount of time needed to make contact with patients and thereby improve outcomes.

Specifically, sharing with the University of Washington is for quality assurance and research purposes, including cardiac arrest data. Aggregated CAD data is also shared with King County for quality assurance and comparison with other local Fire and EMS agencies. Sharing with AMR is necessary for coordinating EMS responses in real-time. The eHR software uses CAD data to fill out incident details in electronic healthcare records, which are subsequently provided to emergency room staff for continuity of patient care.

### 6.3 Are there any restrictions on non-City data use?

Yes  No

#### 6.3.1 If you answered yes, provide a copy of the department's procedures and policies for ensuring compliance with these restrictions.

Subsets of CAD data is restricted for exclusive use by several partner agencies, including the University of Washington's Harborview Medical Center, American Medical Response and King County.

In rare cases where CAD data is shared with other partners, a third-party nondisclosure agreement is signed.

**6.4 How does the project/technology review and approve information sharing agreements, memorandums of understanding, new uses of the information, new access to the system by organizations within City of Seattle and outside agencies?**

Department leadership and the Seattle City Attorney's Office review and approve data-sharing with external agencies like King County EMS and partners such as ESO and AMR.

**6.5 Explain how the project/technology checks the accuracy of the information collected. If accuracy is not checked, please explain why.**

There is a dedicated quality assurance manager at the Fire Alarm Center who is responsible for reviewing all 911 calls and CAD data. King County EMS also provides some oversight relating to aggregated data.

**6.6 Describe any procedures that allow individuals to access their information and correct inaccurate or erroneous information.**

All patients can request reports from CAD via the Public Disclosure Officer (PDO). However, the PDO and other SFD staff will never alter a record once it has been created.

If a data error is discovered, the quality assurance manager at the FAC will make note of the error and any subsequent corrections made to a record.

## 7.0 Legal Obligations, Risks and Compliance

### 7.1 What specific legal authorities and/or agreements permit and define the collection of information by the project/technology?

CAD is an integral part of the Seattle Fire Department's ability to adequately deliver the services required by law:

- RCW 35.22.280 enumerates the powers afforded to first class cities, including Seattle: <http://app.leg.wa.gov/rcw/default.aspx?cite=35.22.280>. The subsequent authority of the Seattle
- The Fire Department charter to provide emergency services can be found in Article X: <http://clerk.seattle.gov/~public/charter/charter.htm#articleV>
- RCW 35A.92.010 sets reporting standards for city fire departments, the requirements of which rely on CAD to meet: <http://app.leg.wa.gov/RCW/default.aspx?cite=35.103.010>

**7.2 Describe what privacy training is provided to users either generally or specifically relevant to the project/technology.**

Fire Alarm Center dispatchers undergo extensive training on the use of the CAD system. The need for privacy, particularly as it related to medical information, is a component of that training. Other Department personnel do not receive specific training on the use of CadView, but they do receive yearly training from the City Privacy Program regarding privacy and security awareness.

More detailed information on applicable training, see Appendix K.

**7.3 Given the specific data elements collected, describe the privacy risks identified and for each risk, explain how it was mitigated. Specific risks may be inherent in the sources or methods of collection, or the quality or quantity of information included.**

There is potential privacy risk associated with personal information related to accidental disclosure or breach as well as public disclosure requests. Mitigations include adherence to City rules and policy regarding answering public disclosure requests, attention data and system security requirements.

Changes to program ownership and participation can result in a large number of administrators within SFD who have access to the CAD system. Mitigations include stringent attention to physical and virtual access protocols to systems and hardware.

**7.4 Is there any aspect of the project/technology that might cause concern by giving the appearance to the public of privacy intrusion or misuse of personal information?**

Sharing of incident records with law enforcement is likely the greatest cause for privacy concern. Data sharing with law enforcement occurs only when criminal involvement is suspected in an emergency event. SPD complies with CJIS requirements for investigative data collection.

Another privacy concern would be associated with the protection of records associated with emergency medical services. Mitigations are in place to adhere to the data management and security requirements of the Health Care Information Access and Disclosure Law: UHCIA under RCW 70.02.



## 8.0 Monitoring and Enforcement

### 8.1 Describe how the project/technology maintains a record of any disclosures outside of the department.

Disclosures to any other entities, including the public, are only authorized if processed and approved by the Department's Public Disclosure Officer. All disclosures are tracked in a log, which is continually updated and retained on a secure server accessible only to select employees based on departmental roles and responsibilities.

### 8.2 What auditing measures are in place to safeguard the information, and policies that pertain to them, as well as who has access to the audit data? Explain whether the project/technology conducts self-audits, third party audits or reviews.

The Department's FAC quality assurance specialist audits CAD data obtained via dispatch calls. After the fact, calls are reviewed and evaluate for performance and recommendations and adjustments to behaviors and protocols are made as needed.

# Financial Information

## Purpose

This section provides a description of the fiscal impact of the surveillance technology, as required by the surveillance ordinance.

### 1.0 Fiscal Impact

Provide a description of the fiscal impact of the project/technology by answering the questions below.

#### 1.1 Current or potential sources of funding: initial acquisition costs.

Current  potential

Date of initial acquisition	Date of go live	Direct initial acquisition cost	Professional services for acquisition	Other acquisition costs	Initial acquisition funding source
2003	2003	\$151,380	N/A	N/A	N/A

Notes:

N/A

#### 1.2 Current or potential sources of funding: on-going operating costs, including maintenance, licensing, personnel, legal/compliance use auditing, data retention and security costs.

Current  potential

Annual maintenance and licensing	Legal/compliance, audit, data retention and other security costs	Department overhead	IT overhead	Annual funding source
\$151,380	N/A	N/A	N/A	N/A

Notes:

N/A

#### 1.3 Cost savings potential through use of the technology

This question is not applicable.

#### 1.4 Current or potential sources of funding including subsidies or free products offered by vendors or governmental entities

This question is not applicable.

## Expertise and References

### Purpose

The following information is provided to ensure that Council has a group of experts to reference while reviewing the completed surveillance impact report (“SIR”). Any individuals or agencies referenced must be made aware ahead of publication that their information has been included. All materials must be available for Council to access or review, without requiring additional purchase or contract.

### 1.0 Other Government References

Please list any other government bodies that have implemented this technology and can speak to the implementation of this technology.

Agency, municipality, etc.	Primary contact	Description of current use
NORCOM 911	(425) 577-5700	Emergency dispatch
Valley Communications Center	(253) 372-1300	Emergency dispatch

### 2.0 Academics, Consultants, and Other Experts

Please list any experts in the technology under consideration, or in the technical completion of the service or function the technology is responsible for.

Agency, municipality, etc.	Primary contact	Description of current use
Tritech Software Solutions	Not available	Technical support contact at Tritech

### 3.0 White Papers or Other Documents

Please list any authoritative publication, report or guide that is relevant to the use of this technology or this type of technology.

Title	Publication	Link
Tritech Software Admin Guide	Tritech Software Systems	<a href="https://www.tritech.com/downloads/BrochureNewCorporateCover_TriTech_CAD_911.pdf">https://www.tritech.com/downloads/BrochureNewCorporateCover_TriTech_CAD_911.pdf</a>
“Technology Supplement: CAD and the Fire Service” by Charles Werner, 2014	Firehouse.com	<a href="https://www.firehouse.com/tech-comm/cad-dispatch-systems/article/12024459/fire-service-technology">https://www.firehouse.com/tech-comm/cad-dispatch-systems/article/12024459/fire-service-technology</a>

# Racial Equity Toolkit (“RET”) and Engagement for Public Comment Worksheet

## Purpose

Departments submitting a SIR are required to complete an adapted version of the Racial Equity Toolkit (“RET”) in order to:

- Provide a framework for the mindful completion of the SIR in a way that is sensitive to the historic exclusion of vulnerable and historically underrepresented communities. Particularly, to inform the public engagement efforts departments will complete as part of the surveillance impact report.
- Highlight and mitigate any impacts on racial equity from the adoption and the use of the technology.
- Highlight and mitigate any disparate impacts on individuals or vulnerable communities.
- Fulfill the public engagement requirements of the surveillance impact report.

## Adaptation of the RET for Surveillance Impact Reports

The RET was adapted for the specific use by the Seattle Information Technology Departments’ (“Seattle IT”) Privacy Team, the Office of Civil Rights (“OCR”), and Change Team members from Seattle IT, Seattle City Light, Seattle Fire Department, Seattle Police Department, and Seattle Department of Transportation.

## Racial Equity Toolkit Overview

The vision of the Seattle Race and Social Justice Initiative (“RSJI”) is to eliminate racial inequity in the community. To do this requires ending individual racism, institutional racism and structural racism. The RET lays out a process and a set of questions to guide the development, implementation and evaluation of policies, initiatives, programs, and budget issues to address the impacts on racial equity.

### 1.0 Set Outcomes

**1.1. Seattle City Council has defined the following inclusion criteria in the surveillance ordinance, and they serve as important touchstones for the risks departments are being asked to resolve and/or mitigate. Which of the following inclusion criteria apply to this technology?**

- The technology disparately impacts disadvantaged groups.
- There is a high likelihood that personally identifiable information will be shared with non-City entities that will use the data for a purpose other than providing the City with a contractually agreed-upon service.
- The technology collects data that is personally identifiable even if obscured, de-identified, or anonymized after collection.
- The technology raises reasonable concerns about impacts to civil liberty, freedom of speech or association, racial equity, or social justice.

**1.2 What are the potential impacts on civil liberties through the implementation of this technology? How is the department mitigating these risks?**

Some personally identifiable information (PII) gathered during emergency responses could be used to identify individuals, such as their name, home address or contact information. Medical privacy is particularly relevant in the case of pictures taken during medical emergencies. Victims of criminal activity may also be identified during incident responses, whose identities should be protected in accordance with [RCW 42.56.240](#) and [RCW 70.02](#).

**1.3 What are the risks for racial or ethnicity-based bias through each use or deployment of this technology? How is the department mitigating these risks?**

Include a description of any issues that may arise such as algorithmic bias or the possibility for ethnic bias to emerge in people and/or system decision-making.

The Seattle Fire Department is committed to equitable service delivery regardless of race, sexual orientation, income, immigration or refugee status. All individuals, including non-residents and visitors to the City will be treated with compassion, professionalism and respect by SFD personnel.

**1.4 Where in the City is the technology used or deployed?**

all Seattle neighborhoods

- |   |  |
|---|--|
| <input type="checkbox"/> Ballard                | <input type="checkbox"/> Northwest                     |
| <input type="checkbox"/> Belltown               | <input type="checkbox"/> Madison Park / Madison Valley |
| <input type="checkbox"/> Beacon Hill            | <input type="checkbox"/> Magnolia                      |
| <input type="checkbox"/> Capitol Hill           | <input type="checkbox"/> Rainier Beach                 |
| <input type="checkbox"/> Central District       | <input type="checkbox"/> Ravenna / Laurelhurst         |
| <input type="checkbox"/> Columbia City          | <input type="checkbox"/> South Lake Union / Eastlake   |
| <input type="checkbox"/> Delridge               | <input type="checkbox"/> Southeast                     |
| <input type="checkbox"/> First Hill             | <input type="checkbox"/> Southwest                     |
| <input type="checkbox"/> Georgetown             | <input type="checkbox"/> South Park                    |
| <input type="checkbox"/> Greenwood / Phinney    | <input type="checkbox"/> Wallingford / Fremont         |
| <input type="checkbox"/> International District | <input type="checkbox"/> West Seattle                  |
| <input type="checkbox"/> Interbay               | <input type="checkbox"/> King county (outside Seattle) |
| <input type="checkbox"/> North                  | <input type="checkbox"/> Outside King County.          |
| <input type="checkbox"/> Northeast              |  |

If possible, please include any maps or visualizations of historical deployments / use.

Not available.

### 1.4.1 What are the racial demographics of those living in this area or impacted by these issues?

City of Seattle demographics: White - 69.5%; Black or African American - 7.9%; Amer. Indian & Alaska Native - 0.8%; Asian - 13.8%; Native Hawaiian & Pacific Islander - 0.4%; Other race - 2.4%; Two or more races - 5.1%; Hispanic or Latino ethnicity (of any race): 6.6%; Persons of color: 33.7%.

King County demographics: White – 70.1%; Black or African American – 6.7%; American Indian & Alaskan Native – 1.1%; Asian, Native Hawaiian, Pacific Islander – 17.2%; Hispanic or Latino (of any race) – 9.4%

### 1.4.2 How does the Department to ensure diverse neighborhoods, communities, or individuals are not specifically targeted through the use or deployment of this technology?

The entire set of CAD data is only made available to members of the Seattle Fire Department and some Seattle IT employees who may manage the system from a technical standpoint. External agencies, including law enforcement, are only provided data for specific incidents as part of a law enforcement investigation.

### 1.5 How do decisions around data sharing have the potential for disparate impact on historically targeted communities? What is the department doing to mitigate those risks?

The most important consideration is the sharing of CAD data with law enforcement officials. Sensitive information on individuals and locations are often contained in CAD, including comments from dispatchers while taking calls. This information could potentially be used by law enforcement to target members of historically marginalized communities. To mitigate this risk, the Seattle Fire Department only provides information to law enforcement officials if they are conducting an active law enforcement investigation. This is confirmed by the Public Disclosure Officer and every request and outgoing record is recorded for auditing purposes.

The Public Records ACT (RCW 42.56) is also a concern, as much of the information contained in CAD data is subject to disclosure. With the exception of medical information, there is generally not a valid exemption to exert. For example, phone numbers, addresses, and even names found in CAD data are not exempt from disclosure, so members of the public and other governmental agencies can obtain the information following a formal records request. To mitigate this, the Department's Public Disclosure Officer (PDO) will work with requesters to voluntarily redact the information before disclosure. When appropriate, the Department will provide third party notice to individuals to allow them a chance to enjoin the release of records via a court order.

**1.6 How do decisions around data storage and retention have the potential for disparate impact on historically targeted communities? What is the department doing to mitigate those risks?**

Access to some information in CAD could be used by external actors to identify or target individuals or groups. In particular, CAD data sometimes include security or access information for some locations. The Department mitigates the risk of this information being disclosed by requiring all requests from external agencies to make a request to the Public Disclosure Officer and Privacy Champion, which in this case are the same individual. The PDO ensures the request and any information being disclosed are in accordance with applicable laws, such as RCW 42.56 (Public Records) and RCW 70.02 (Healthcare Information), as well as the City's Privacy Principles.

**1.7 What are potential unintended consequences (both negative and positive potential impact)? What proactive steps can you can / have you taken to ensure these consequences do not occur.**

A potential unintended consequence includes the ability for external agencies, law enforcement in particular, to track the location and history of requests for services for specific locations and individuals.

A positive potential impact includes the ability to inform first responders of dangerous locations or people that may be a threat during an emergency response. For example, some premise notes in CAD alert first responders that a building has a large basement or an individual requiring a special type of care. This does have a negative aspect though, as some notes in CAD could be used to access sensitive areas or even gather information on a individual's medical history.

The best way to prevent this is to have a subject matter expert evaluate any disclosure of CAD data and instituting strict controls over who can access the information contained in CAD, steps that have already been taken by the Department. A quality assurance manager also regularly checks the data for accuracy and compliance with Department policies and procedures related to dispatching.



## 2.0 Public Outreach

### 2.1 Organizations who received a personal invitation to participate.

Please include a list of all organizations specifically invited to provide feedback on this technology.

1. ACLU of Washington	2. Ethiopian Community Center	3. Planned Parenthood Votes Northwest and Hawaii
4. ACRS (Asian Counselling and Referral Service)	5. Faith Action Network	6. PROVAIL
7. API Chaya	8. Filipino Advisory Council (SPD)	9. Real Change
10. API Coalition of King County	11. Friends of Little Saigon	12. SCIPDA
13. API Coalition of Pierce County	14. Full Life Care	15. Seattle Japanese American Citizens League (JACL)
16. CAIR	17. Garinagu HounGua	18. Seattle Neighborhood Group
19. CARE	20. Helping Link	21. Senior Center of West Seattle
22. Central International District Business Improvement District	23. Horn of Africa	24. Seniors in Action
25. Church Council of Greater Seattle	26. International ImCDA	27. Somali Family Safety Task Force
28. City of Seattle Community Police Commission (CPC)	29. John T. Williams Organizing Committee	30. South East Effective Development
31. City of Seattle Community Technology Advisory Board	32. Kin On Community Health Care	33. South Park Information and Resource Center SPIARC
34. City of Seattle Human Rights Commission	35. Korean Advisory Council (SPD)	36. STEMPaths Innovation Network
37. Coalition for Refugees from Burma	38. Latina/o Bar Association of Washington	39. University of Washington Women's Center
40. Community Passageways	41. Latino Civic Alliance	42. United Indians of All Tribes Foundation
43. Council of American Islamic Relations - Washington	44. LELO (Legacy of Equality, Leadership, and Organizing)	45. Urban League
46. East African Advisory Council (SPD)	47. Literacy Source	48. Wallingford Boys & Girls Club
49. East African Community Services	50. Millionair Club Charity	51. Washington Association of Criminal Defense Lawyers
52. Education for All	53. Native American Advisory Council (SPD)	54. Washington Hall
55. El Centro de la Raza	56. Northwest Immigrant Rights Project	57. West African Community Council
58. Entre Hermanos	59. OneAmerica	60. YouthCare
61. US Transportation expertise	62. Local 27	63. Local 2898
64. (SPD) Demographic Advisory Council	65. South Seattle Crime Prevention Coalition (SSCPC)	66. CWAC
67. NAAC		

### 2.1 Scheduled public meeting(s).

Meeting notes, sign-in sheets, all comments received, and questions from the public will be included in Appendix B, C, D, E, F, G, H and I. Comment analysis will be summarized in section 3.0 Public Comment Analysis.

<b>Location</b>	<b>Updated 2/12/19:</b> Bertha Knight Landes Room, 1st Floor City Hall 600 4th Avenue, Seattle, WA 98104
<b>Time</b>	February 27, 2019; 6:00 p.m. – 8:00 p.m.
<b>Capacity</b>	100+
<b>Link to URL Invite</b>	Not available

### 2.2 Scheduled focus Group Meeting(s)

#### Meeting 1

<b>Community Engaged</b>	
<b>Date</b>	

#### Meeting 2

<b>Community Engaged</b>	
<b>Date</b>	

### 3.0 Public Comment Analysis

This section will be completed after the public comment period has been completed on [DATE] by Privacy Office staff.

#### 3.1 Summary of Response Volume

Dashboard of respondent demographics.

#### 3.2 Question One: What concerns, if any, do you have about the use of this technology?

Dashboard of respondent demographics.

#### 3.3 Question Two: What value, if any, do you see in the use of this technology?

Dashboard of respondent demographics.

#### 3.4 Question Three: What would you want City leadership to consider when making a decision about the use of this technology?

Dashboard of respondent demographics.

#### 3.5 Question Four: General response to the technology.

Dashboard of respondent demographics.

#### 3.5 General Surveillance Comments

These are comments received that are not particular to any technology currently under review.

Dashboard of respondent demographics.

## 4.0 Response to Public Comments

This section will be completed after the public comment period has been completed on [DATE].

### 4.1 How will you address the concerns that have been identified by the public?

What program, policy and partnership strategies will you implement? What strategies address immediate impacts? Long-term impacts? What strategies address root causes of inequity listed above? How will you partner with stakeholders for long-term positive change?

## 5.0 Equity Annual Reporting

### 5.1 What metrics for this technology be reported to the CTO for the annual equity assessments?

Respond here.

# Privacy and Civil Liberties Assessment

## Purpose

This section shall be completed after public engagement has concluded and the department has completed the racial equity toolkit section above. The privacy and civil liberties assessment is completed by the community surveillance working group (“working group”), per the surveillance ordinance which states that the working group shall:

“Provide to the executive and the City Council a privacy and civil liberties impact assessment for each SIR that must be included with any departmental request for surveillance technology acquisition or in-use approval. The impact assessment shall include a description of the potential impact of the surveillance technology on civil rights and liberties and potential disparate impacts on communities of color and other marginalized communities. The CTO shall share with the working group a copy of the SIR that shall also be posted during the period of public engagement. At the conclusion of the public engagement period, the CTO shall share the final proposed SIR with the working group at least six weeks prior to submittal of the SIR to Council for approval. The working group shall provide its impact assessment in writing to the executive and the City Council for inclusion in the SIR within six weeks of receiving the final proposed SIR. If the working group does not provide the impact assessment before such time, the working group must ask for a two-week extension of time to City Council in writing. If the working group fails to submit an impact statement within eight weeks of receiving the SIR, the department and City Council may proceed with ordinance approval without the impact statement.”

## Working Group Privacy and Civil Liberties Assessment

Respond here.

## **Submitting Department Memo**

### **Description**

Provide the high-level description of the technology, including whether software or hardware, who uses it and where/when.

### **Purpose**

State the reasons for the use cases for this technology; how it helps meet the departmental mission; benefits to personnel and the public; under what ordinance or law it is used/mandated or required; risks to mission or public if this technology were not available.

### **Benefits to the Public**

Provide technology benefit information, including those that affect departmental personnel, members of the public and the City in general.

### **Privacy and Civil Liberties Considerations**

Provide an overview of the privacy and civil liberties concerns that have been raised over the use or potential mis-use of the technology; include real and perceived concerns.

### **Summary**

Provide summary of reasons for technology use; benefits; and privacy considerations and how we are incorporating those concerns into our operational plans.

## Appendix A: Glossary

**Accountable:** (taken from the racial equity toolkit.) Responsive to the needs and concerns of those most impacted by the issues you are working on, particularly to communities of color and those historically underrepresented in the civic process.

**Community outcomes:** (taken from the racial equity toolkit.) The specific result you are seeking to achieve that advances racial equity.

**Contracting equity:** (taken from the racial equity toolkit.) Efforts to achieve equitable racial outcomes in the way the City spends resources, including goods and services, consultants and contracting.

**DON:** “department of neighborhoods.”

**Immigrant and refugee access to services:** (taken from the racial equity toolkit.) Government services and resources are easily available and understandable to all Seattle residents, including non-native English speakers. Full and active participation of immigrant and refugee communities exists in Seattle’s civic, economic and cultural life.

**Inclusive outreach and public engagement:** (taken from the racial equity toolkit.) Processes inclusive of people of diverse races, cultures, gender identities, sexual orientations and socio-economic status. Access to information, resources and civic processes so community members can effectively engage in the design and delivery of public services.

**Individual racism:** (taken from the racial equity toolkit.) Pre-judgment, bias, stereotypes about an individual or group based on race. The impacts of racism on individuals including white people internalizing privilege, and people of color internalizing oppression.

**Institutional racism:** (taken from the racial equity toolkit.) Organizational programs, policies or procedures that work to the benefit of white people and to the detriment of people of color, usually unintentionally or inadvertently.

**OCR:** “Office of Civil Rights.”

**Opportunity areas:** (taken from the racial equity toolkit.) One of seven issue areas the City of Seattle is working on in partnership with the community to eliminate racial disparities and create racial equity. They include: education, health, community development, criminal justice, jobs, housing, and the environment.

**Racial equity:** (taken from the racial equity toolkit.) When social, economic and political opportunities are not predicted based upon a person’s race.



**Racial inequity:** (taken from the racial equity toolkit.) When a person’s race can predict their social, economic, and political opportunities and outcomes.

**RET:** “racial equity toolkit”

**Seattle neighborhoods:** (taken from the racial equity toolkit neighborhood.) Boundaries defined for the purpose of understanding geographic areas in Seattle.

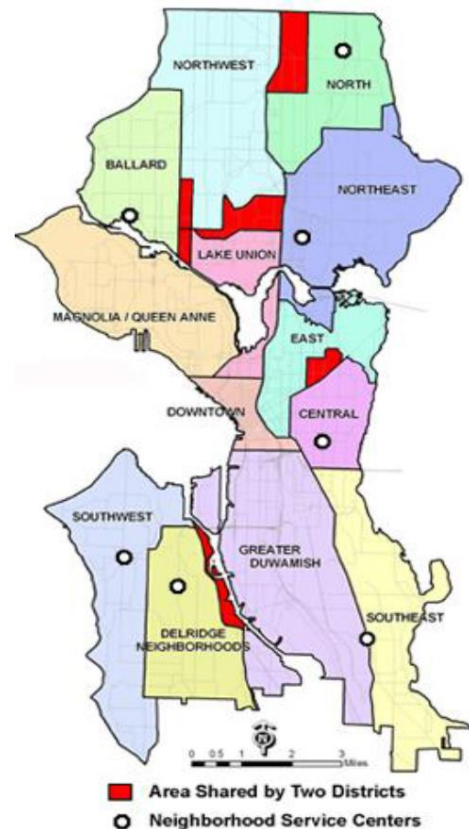
**Stakeholders:** (taken from the racial equity toolkit.) Those impacted by proposed policy, program, or budget issue who have potential concerns or issue expertise. Examples might include: specific racial/ethnic groups, other institutions like Seattle housing authority, schools, community-based organizations, change teams, City employees, unions, etc.

**Structural racism:** (taken from the racial equity toolkit.) The interplay of policies, practices and programs of multiple institutions which leads to adverse outcomes and conditions for communities of color compared to white communities that occurs within the context of racialized historical and cultural conditions.

**Surveillance ordinance:** Seattle City Council passed ordinance [125376](#), also referred to as the “surveillance ordinance.”

**SIR:** “surveillance impact report”, a document which captures the fulfillment of the Council-defined surveillance technology review process, as required by ordinance [125376](#).

**Workforce equity:** (taken from the racial equity toolkit.) Ensure the City's workforce diversity reflects the diversity of Seattle.



**Appendix B: Public Comment Analysis**

**Appendix C: Public Comment Demographics**

**Appendix D: Comment Analysis Methodology**

**Appendix E: Questions and Department Responses**

**Appendix F: Public Outreach Overview**

**Appendix G: Meeting Notice(s)**

**Appendix H: Meeting Sign-in Sheet(s)**

**Appendix I: All Comments Received from Members of the Public**

**Appendix J: Letters from Organizations or Commissions**

## Appendix K: Supporting Policy Documentation

### Fire Alarm Center Policy and Operating Guidelines (POG)

FIRE ALARM CENTER

STANDARD OPERATING PROCEDURES

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No. 500

TUB FILE PROGRAM

POLICY:

It shall be the policy of the Fire Alarm Center to adhere to the following procedures when using the Tub File program

DEFINITION: The Tub File is a program that will generate the correct unit stream to send on a response if CAD is down. It is a stand alone version

SEE ALSO: SOP No. [501](#) (Offline Incident Entry)

#### 1.0 GENERAL

- 1.1 The “Tub File” laptop is kept behind the Officer position.
- 1.2 Whenever the FAC is evacuated, regardless of the situation, (relocation drill or emergency), the laptop **MUST** be taken to the new location.
- 1.3 CAD should run automatically. However, if necessary use the Log In: -  
  
USER ID: dispatch1 PASSWORD: 911911
- 1.4 There are two rotating laptops that are rotated at the time of monthly CAD maintenance. The Tub File laptop may therefore not be the most current, but will be at most one month behind.

**STANDARD OPERATING PROCEDURES**

No. 501

OFFLINE INCIDENT ENTRY

POLICY:

The following procedure shall be utilized when entering offline incidents into CAD following a CAD down situation (i.e., when MIS takes CAD down)

**1.0 GENERAL**

**1.1** When MIS takes CAD down, MIS will provide the FAC staff with: *1) A starting incident number to be used for the next incident. Then additional incidents would continue in sequence. An example is T090025782 and b) Printouts of all the incidents taken on the training VisiCAD system during the offline period.*

**1.2** Launch VisiCAD login.

**(a)** On the top menu select **“Tools\System tools\Offline Incident Entry”**. It takes a minute or two to load so you need to be patient.

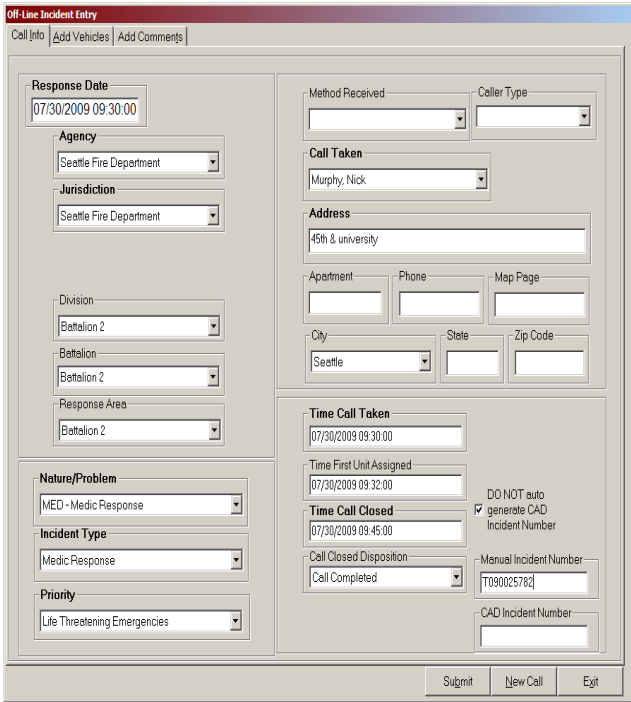
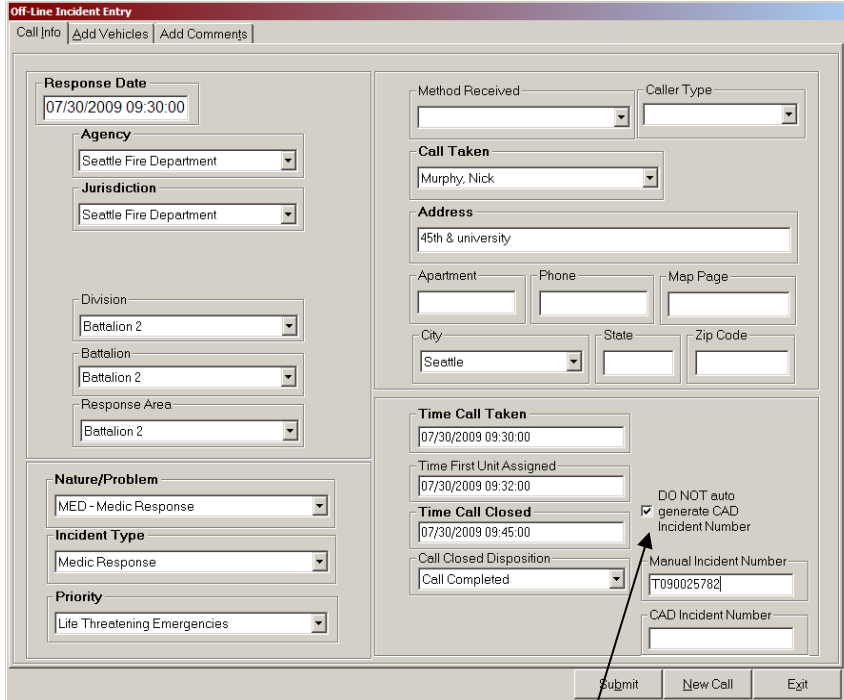
<p><b>Response Date/Time</b> (07/30/2014 09:30:00)</p> <p><b>Agency, use drop down</b> (Seattle Fire Dept)</p> <p><b>Jurisdiction</b> (Seattle Fire Dept)</p> <p><b>Division &amp; Response Area</b> (Battalion 2)</p> <p><b>Response Plan/Nature of Problem</b> (MED – Medic Response)</p> <p><b>Prior ity</b> (Fire/Medical)</p>		<p><b>Call Taken</b> (Dispatcher)</p> <p><b>Address/Apt</b> (45 &amp; University)</p> <p><b>City/State/Zip</b> (Seattle)</p> <p><b>Time Taken</b> (07/30/2014 09:30:00)</p> <p><b>Time First Unit Arrived</b> (07/30/2014 09:32:00)</p> <p><b>Time Call Closed</b> (07/30/2014 09:45:00)</p> <p><b>Call Closed Disposition</b> (Call Completed)</p> <p><b>Check box if MIS has provided Incident No.</b></p> <p><b>Manual Incident No.</b> (T090025785)</p>
--	--	---

Figure 1

### 1.3



**Off-Line Incident Entry**  
 Call Info | Add Vehicles | Add Comments

**Response Date**  
 07/30/2009 09:30:00

**Agency**  
 Seattle Fire Department

**Jurisdiction**  
 Seattle Fire Department

**Division**  
 Battalion 2

**Battalion**  
 Battalion 2

**Response Area**  
 Battalion 2

**Nature/Problem**  
 MED - Medic Response

**Incident Type**  
 Medic Response

**Priority**  
 Life Threatening Emergencies

**Method Received**  
 [Dropdown]

**Caller Type**  
 [Dropdown]

**Call Taken**  
 Murphy, Nick

**Address**  
 45th & university

**Apartment**  
 [Text]

**Phone**  
 [Text]

**Map Page**  
 [Text]

**City**  
 Seattle

**State**  
 [Text]

**Zip Code**  
 [Text]

**Time Call Taken**  
 07/30/2009 09:30:00

**Time First Unit Assigned**  
 07/30/2009 09:32:00

**Time Call Closed**  
 07/30/2009 09:45:00

**Call Closed Disposition**  
 Call Completed

DO NOT auto generate CAD Incident Number

**Manual Incident Number**  
 T090025782

**CAD Incident Number**  
 [Text]

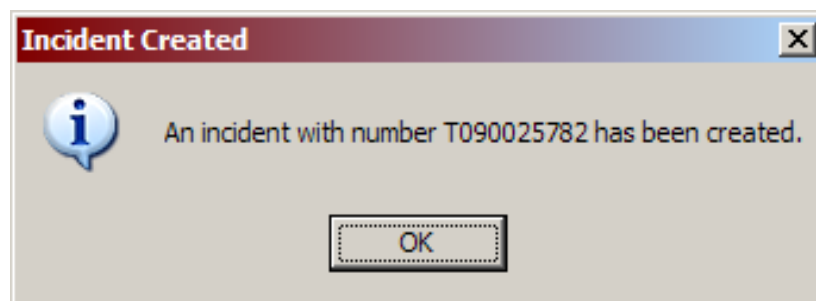
Submit | New Call | Exit

(Figure 2)

**1.4** PLEASE NOTE: Checking the box labeled “DO NOT auto generate CAD Incident Number” **“is very important”** because it prevents you from burning an incident number.

**1.5** Enter the next incident number (or the starting one MIS provides) into the “Manual Incident Number” field and click “Submit”.

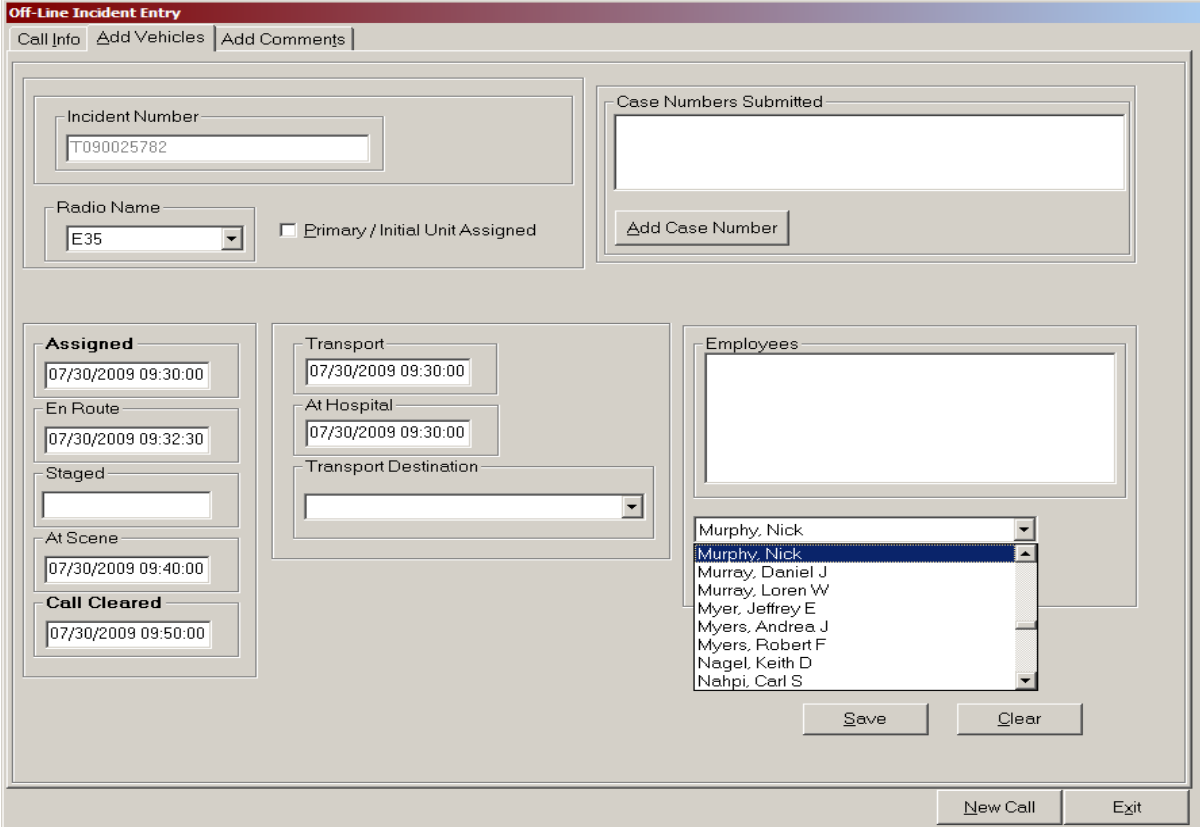
**(1)** The software will inform you that an incident has been created by displaying the box in Figure 3.



(Figure 3)

**1.6** Complete the following steps; the second tab should look like Figure 4.

- (1)** Enter **“Radio Name”** (E2)
- (2)** Select **“Primary Unit”** check box if first unit assigned.
- (3)** Modify **“Assigned Time”** if needed.



(Figure 4)

- (1)** Modify or Delete **“En-route Time”** if needed.
- (2)** Delete **“Staged Time”**
- (3)** Modify or Delete **“At Scene Time”** if needed.
- (4)** Modify **“Call Cleared Time”**
- (5)** Modify or Delete **“Transport Time”** if needed.
- (6)** Modify or Delete **“At Hospital Time”** if needed.

(7) Select “Transport Destination” if needed.

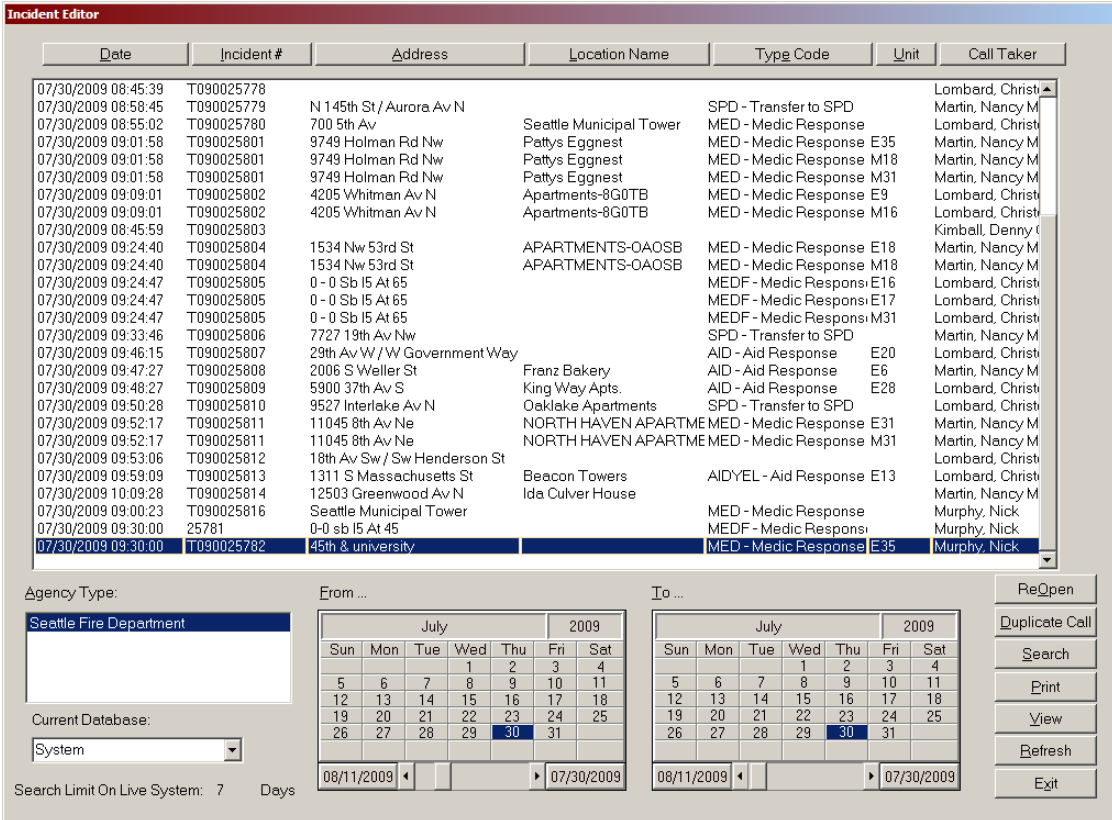
(8) Add “Employees” if needed.

(9) Click “Save Button”

(10) Enter additional units if needed.

(11) Click Save button and Exit when finished.

**1.8** Once you have completed a call you can use the Incident Editor to verify the call in the correct day, see Figure 5.



The screenshot shows the Incident Editor interface. At the top is a table with columns: Date, Incident #, Address, Location Name, Type Code, Unit, and Call Taker. Below this is a list of incidents. The last incident is highlighted in blue.

Date	Incident #	Address	Location Name	Type Code	Unit	Call Taker
07/30/2009 08:45:39	T090025778					Lombard, Christi
07/30/2009 08:58:45	T090025779	N 145th St / Aurora Av N		SPD - Transfer to SPD		Martin, Nancy M
07/30/2009 08:55:02	T090025780	700 5th Av	Seattle Municipal Tower	MED - Medic Response		Lombard, Christi
07/30/2009 09:01:58	T090025801	9749 Holman Rd Nw	Pattys Eggnest	MED - Medic Response E35		Martin, Nancy M
07/30/2009 09:01:58	T090025801	9749 Holman Rd Nw	Pattys Eggnest	MED - Medic Response M18		Martin, Nancy M
07/30/2009 09:01:58	T090025801	9749 Holman Rd Nw	Pattys Eggnest	MED - Medic Response M31		Martin, Nancy M
07/30/2009 09:09:01	T090025802	4205 Whitman Av N	Apartments-8G0TB	MED - Medic Response E9		Lombard, Christi
07/30/2009 09:09:01	T090025802	4205 Whitman Av N	Apartments-8G0TB	MED - Medic Response M16		Lombard, Christi
07/30/2009 08:45:59	T090025803					Kimball, Denny (
07/30/2009 09:24:40	T090025804	1534 Nw 53rd St	APARTMENTS-OAOSB	MED - Medic Response E18		Martin, Nancy M
07/30/2009 09:24:40	T090025804	1534 Nw 53rd St	APARTMENTS-OAOSB	MED - Medic Response M18		Martin, Nancy M
07/30/2009 09:24:47	T090025805	0 - 0 Sb 15 At 65		MEDF - Medic Respons	E16	Lombard, Christi
07/30/2009 09:24:47	T090025805	0 - 0 Sb 15 At 65		MEDF - Medic Respons	E17	Lombard, Christi
07/30/2009 09:24:47	T090025805	0 - 0 Sb 15 At 65		MEDF - Medic Respons	M31	Lombard, Christi
07/30/2009 09:33:46	T090025806	7727 19th Av Nw		SPD - Transfer to SPD		Martin, Nancy M
07/30/2009 09:46:15	T090025807	29th Av W / W Government Way		AID - Aid Response	E20	Lombard, Christi
07/30/2009 09:47:27	T090025808	2006 S Weller St	Franz Bakery	AID - Aid Response	E6	Martin, Nancy M
07/30/2009 09:48:27	T090025809	5900 37th Av S	King Way Apts.	AID - Aid Response	E28	Lombard, Christi
07/30/2009 09:50:28	T090025810	9527 Interlake Av N	Oaklake Apartments	SPD - Transfer to SPD		Lombard, Christi
07/30/2009 09:52:17	T090025811	11045 8th Av Ne	NORTH HAVEN APARTME	MED - Medic Response	E31	Martin, Nancy M
07/30/2009 09:52:17	T090025811	11045 8th Av Ne	NORTH HAVEN APARTME	MED - Medic Response	M31	Martin, Nancy M
07/30/2009 09:53:06	T090025812	18th Av Sw / Sw Henderson St				Lombard, Christi
07/30/2009 09:59:09	T090025813	1311 S Massachusetts St	Beacon Towers	AIDYEL - Aid Response	E13	Lombard, Christi
07/30/2009 10:09:28	T090025814	12503 Greenwood Av N	Ida Culver House			Martin, Nancy M
07/30/2009 09:00:23	T090025816	Seattle Municipal Tower		MED - Medic Response		Murphy, Nick
07/30/2009 09:30:00	25781	0-0 sb 15 At 45		MEDF - Medic Respons		Murphy, Nick
07/30/2009 09:30:00	T090025782	45th & university		MED - Medic Response	E35	Murphy, Nick

Below the table, there are controls for Agency Type (Seattle Fire Department), Current Database (System), and Search Limit On Live System (7 Days). There are also two calendar views for July 2009, with the 30th highlighted. On the right side, there are buttons: ReOpen, Duplicate Call, Search, Print, View, Refresh, and Exit.

(Figure 5)

**STANDARD OPERATING PROCEDURES**

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No. 501a      Agency Incident Report



<b>Seattle Fire Department Agency Incident Report</b>			
Incident Number <b>F100075540</b>			
<b>Base Response #</b>			
<b>Response Date:</b>	08/18/2010 08:05:20		
<b>Priority:</b>	2 Life Threatening Emergencies		
<b>Incident Type:</b>	Medic Response		
<b>Confirmation#:</b>			
<b>Jurisdiction:</b>	Seattle Fire Department		
<b>Division:</b>	Battalion 5		
<b>Battalion:</b>	Battalion 5		
<b>Station:</b>			
<b>Response Area:</b>	Battalion 5		
<b>Response Plan:</b>	MED – Medic Response		
<b>Incident Type:</b>	Medic Response		
<b>Problem:</b>	MED – Medic Reponse		
<b>Location Name:</b>			
<b>Address:</b>	2209 S Ferdinand St		
<b>Apt/Bldg #:</b>	/		
<b>City, State, Zip</b>	Seattle	WA	98108
<b>County:</b>	King		
<b>Location Type:</b>			
<b>Cross Street:</b>	COLUMBIA DR S/BEACON AV S		
<b>Method of Call Rev</b>			
<b>Call Back Phone:</b>			
<b>Caller Type:</b>			
<b>Caller Name:</b>			
<b>Caller Loc Name:</b>			
<b>Caller Address:</b>			
<b>Caller Apt/Bldg #:</b>			
<b>Caller City,State,Zip:</b>			
<b>Caller, County:</b>			
<b>Time Phone Pick Up:</b>			
<b>Time 1<sup>st</sup> Call Taking Key Stroke</b>			
<b>Time Call Entered Queue:</b>			
<b>Time Call Taking Completed:</b>			
<b>Time First Unit Assigned:</b>			
<b>Time First Unit Enroute:</b>			
<b>Time First Unit Arrived:</b>			
<b>Authorization:</b>			

<b>Patient Name:</b>			
<b>Receiving Physician:</b>			
<b>Referring Physician:</b>			

Request P/U Time:			
Promised P/U Time:			
Appointment Time:			
Call Rcvd To In-Queue:			
Call Rcvd To Call Taking Done:			
In-Queue To First Assign:			
Call Rcvd To First Assign:			
Assigned To First Enroute:			
Enroute To First At Scene:			
Call Rcvd To Call Closed:			
Time Incident Under Control			
Time Call Closed:			
Time Sent To Other CAD:			
CallTaking Performed By:			
CallTaking Performed By:			
Command Channel:			
Primary TAC Channel:			
Alternate TAC Channel:			
Call Disposition:			
Performed By:			
Cancel Reason:			
NI/ALI Address:			
ANI/ALI City:			
ANI/ALI Phone:			
ANI/ALI Time Rcvd:			

**STANDARD OPERATING PROCEDURES**


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No. 502

CAD SIGN-ON

POLICY:

It shall be the policy of the Fire Alarm Center to adhere to the following procedures when logging Operations members on/off the CAD system.

SEE ALSO:               SOP No. [511](#) (Task Force Log-On/Log-Off)  
                               SOP No. [505](#) (Special Events Log-In)

## 1.0 GENERAL

- 1.1 The CAD Sign On application allows members to sign on radios to a unit without a person by selecting Employee 0000 from the list.
- 1.2 When this happens, CADView Roster shows the rank as “**FF**” and the name as “**Spare Radio**” previously listed as “Attached to Unit”.

## 2.0 RADIO SIGN-ON ASSISTANCE FOR OPERATIONS

- 2.1 In order to maintain proper software communication and integrity, signing on to units and radios shall be done through CAD Sign-On (and not by VisiCAD).
- 2.2 Operations personnel are responsible for using CAD Sign-On to assign themselves to the appropriate Special Event.
- 2.3 The following procedures should be implemented in case the FAC must assist OPS personnel when they are having difficulty using CAD Sign-On and assigning portable radios.

### (a) USING CAD SIGN-ON



CAD SignOn

- (1) Double click on the CAD Sign-On icon located on the desktop.
- (2) CAD Sign-On no longer requires the user to login with a username and password.
- (3) Begin by typing the name of the unit you will be logging on to (*See Figure 1*). Select the desired unit and hit the *Tab* or *Enter* key to display the selected unit.

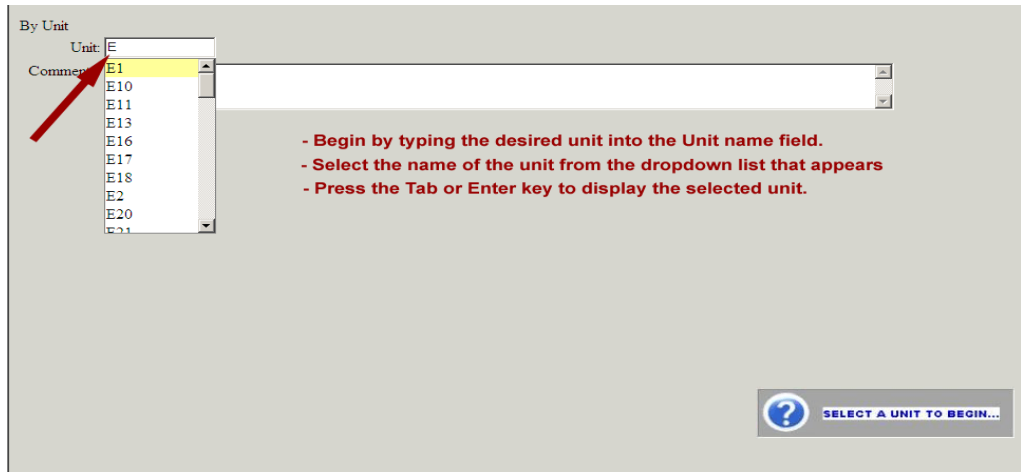


Figure 1

**(b) ENTERING CREW MEMBERS INTO UNIT POSITIONS**

- (1)** Enter shift officer or crew members into the appropriate unit positions on the selected unit in the same manner that was used in the previous version of CAD Sign-On.
- (2)** Unit positions can be filled by entering a member's Injury/Illness number or by beginning to type the member's last name and then selecting the appropriate name from the dropdown list that appears. (See Figure 2)

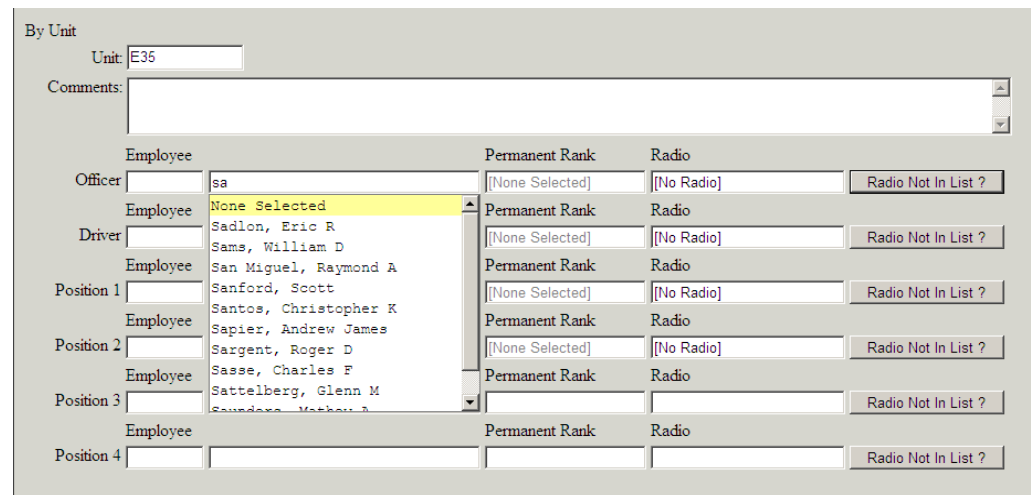
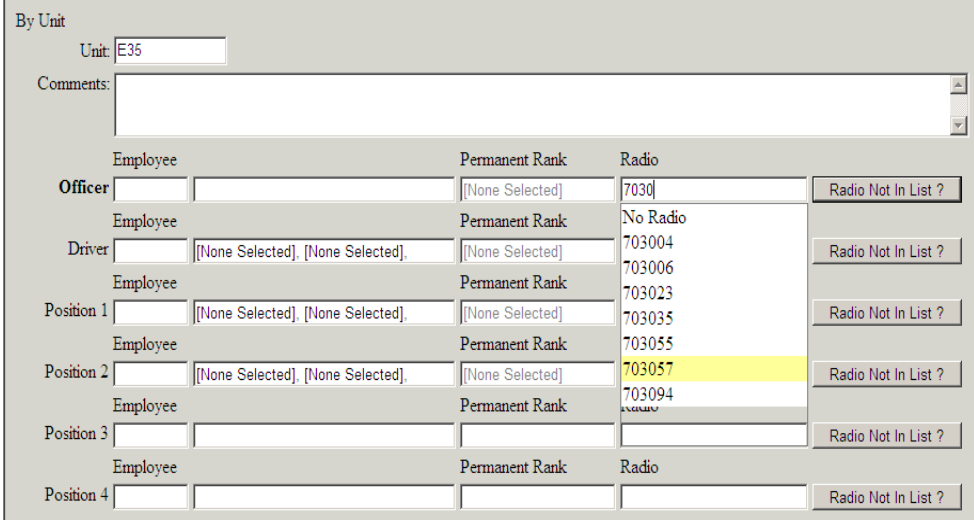


Figure 2

**(c) ENTERING RADIOS INTO UNIT POSITIONS**

- (1)** Enter radio numbers into each unit position in the same manner as the previous version of CAD Sign-On. Begin typing the radio number and a dropdown list will appear with all possible matches. Select the desired radio from the list. *(See Figure 3)*



Employee	Permanent Rank	Radio
Officer	[None Selected]	7030
Employee		No Radio
Driver	[None Selected], [None Selected]	703004
Employee		703006
Employee		703023
Position 1	[None Selected], [None Selected]	703035
Employee		703055
Position 2	[None Selected], [None Selected]	703057
Employee		703094
Position 3		
Employee		
Position 4		

Figure 3


**(d) ASSIGNING RADIO(S) TO A UNIT WITHOUT A MEMBER**

- (1)** There are times when it is necessary to assign a radio to a position on a unit without assigning a Member to that position. Follow these steps:
- a. In the position you want to assign a radio to, type “0000” as the Employee ID number and press the tab key.
  - b. In the Employee Name field the words **“Spare Radio”** previously listed as **“Attached to Unit”** will appear.
  - c. Tab over to the Radio ID field and enter the radio you wish to assign.
  - d. Submit your changes. *(See Figure 4)*

By Unit

Unit:

Comments:

 Enter '0000' in the employee id box to assign a radio or multiple radios to the Unit.

Employee	Permanent Rank	Radio	
Officer 0000	Attached To Unit	Fire Fighter	703004 <input type="button" value="Radio Not In List ?"/>
Driver			<input type="button" value="Radio Not In List ?"/>
Position 1			<input type="button" value="Radio Not In List ?"/>

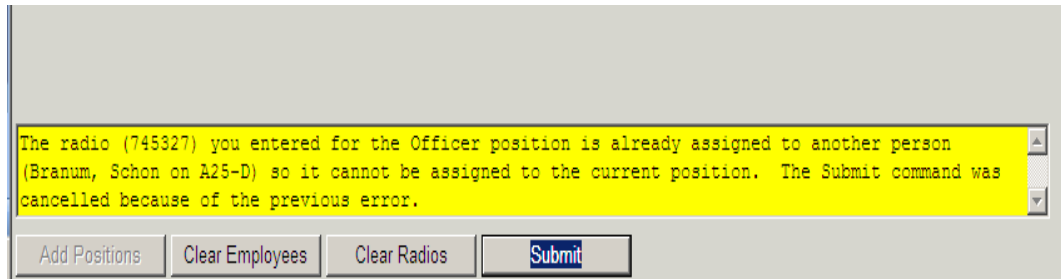
Figure 4

### 3.0 ERROR MESSAGE SOLUTION NUMBER 1 FOR OPERATIONS

- 3.1** A radio cannot be assigned to more than one apparatus position as CAD Sign On only allows a radio to be assigned to one position on one unit
- (a)** When you click the submit button to send your sign-on information to CAD, if any of the radio numbers you are trying to submit are already currently assigned to a position on a different unit, you will see a message appear in the message box area at the bottom of the screen informing you which radio number is the problem and which unit, position and member the radio is currently assigned to.
- 3.2** If Operations personnel are attempting to assign a radio to a position in an EVENT and they find the error message, *“The selected radio (XXXX, EVENT) is already assigned to a position on the current apparatus.* Either pick another radio or un-assign the radio from Position first if you want to assign this radio, direct Operations personnel as follows:
- (a)** Verify that this member is no longer using the radio. **THIS IS VERY IMPORTANT.**
- (b)** Select the Unit from the **“Unit”** pull-down menu on the FDM Sign-On screen.
- (c)** At the position listed in the error noted above, set the radio to **“No Radio”** and press **SUBMIT** at the bottom. The **“No Radio”** selection is at the top of the radio list.
- (d)** Test the solution by trying to use the radio for the place or person where you would like it to be assigned.

## 4.0 ERROR MESSAGE SOLUTION NUMBER 2 FOR OPERATIONS

- 4.1 If Operations personnel are still attempting to assign a radio to a position in an EVENT and the following error message appears:

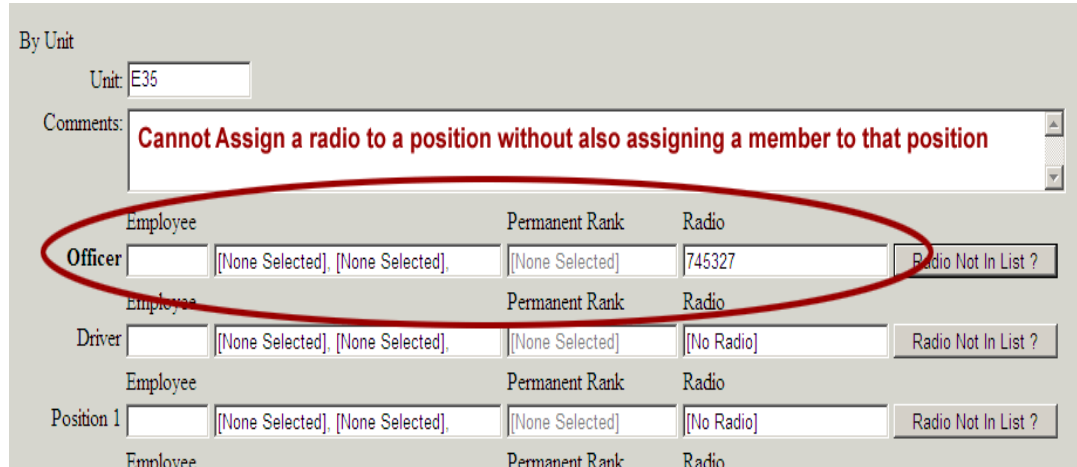


- (a) Re-submit or call SFD MIS Help Desk with the exact error message, direct Operations personnel as follows:
- (1) Verify that this person is no longer using the radio. **THIS IS VERY IMPORTANT.**
  - (2) Select the Unit from the “Unit” pulldown menu on the FDM Sign-On screen.
  - (3) At the position listed in error noted above, sign onto using your injury/illness number and using the radio listed in the error message.
    - Press the **SUBMIT** button.
    - After submitting, return to that position and set the radio to “No Radio.” The “No Radio” selection is at the top of the radio list.
    - Hit the **SUBMIT** button.
  - (4) Test the solution by trying to use the radio for the place or person where you would like it to be assigned.
  - (5) If the radio is still not assigning to the proper position, see 10.0 below.

## 5.0 ERROR MESSAGE SOLUTION NUMBER 3 FOR OPERATIONS

### 5.1 Radio disappears when a member is **NOT** assigned to the Position

- (a) If a radio is assigned to a position on a unit but a member is not also assigned to that position, the selected radio will disappear from the unit. Sign-On does not allow a radio to be assigned to a position on a unit without an Employee ID assigned.



By Unit  
Unit: E35

Comments: **Cannot Assign a radio to a position without also assigning a member to that position**

Employee	Permanent Rank	Radio
<b>Officer</b>	[None Selected], [None Selected], [None Selected]	745327 <input type="button" value="Radio Not In List ?"/>
Driver	[None Selected], [None Selected], [None Selected]	[No Radio] <input type="button" value="Radio Not In List ?"/>
Position 1	[None Selected], [None Selected], [None Selected]	[No Radio] <input type="button" value="Radio Not In List ?"/>

- (b) To assign a radio to a position without a Member, enter "0000" as the Employee ID and hit the tab key. The words "Spare Radio" previously listed as "Attached to Unit" will appear in the Employee Name field. Next, enter the desired Radio ID. Submit the changes. The radio is now assigned to the desired position without an Employee assigned to the position. (See Figure 6B)



By Unit  
Unit: EVENT4

Comments:  
**USE 0000 as the Employee ID To Assign a Radio to A Position Without a Member**

 To Assign radio's to an unit without an employee, please type 0000 in EmpID field

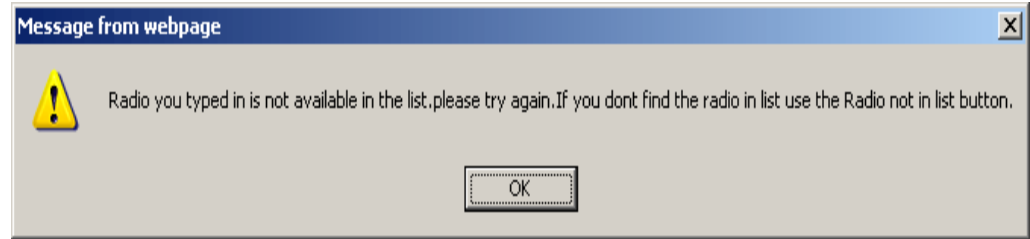
	Employee	Attached To Unit	Permanent Rank	Radio	
Officer	0000	Attached To Unit	Fire Fighter	703004	Radio Not In List ?
Driver	0000	Attached To Unit	Fire Fighter	703006	Radio Not In List ?
Position 1	0000	Attached To Unit	Fire Fighter	703182	Radio Not In List ?

- (c) It is acceptable though to assign a member to a position on a unit and not assign that member a radio. This happens very infrequently when the member is a recruit/trainee, FAC, or other who is on a rig but doesn't have a radio.

## 6.0 ERROR MESSAGE SOLUTION NUMBER 4 FOR OPERATIONS

### 6.1 Radio number does not appear in the Radio Dropdown list:

- (a) The Radio Dropdown list is populated with valid portable radio numbers from the Department's inventory tracking system. A valid portable radio is a radio that begins with the prefix of 703 or 745 and falls within a minimum and maximum range for each of those prefixes per valid radio ranges recorded into the CAD system itself.
- (b) It is possible, although a rare occurrence, that a member can have physical possession of a radio does not appear in the radio dropdown list.
- (c) In this case, CAD Sign-On will recognize that the radio number the member is entering is invalid and will display a pop-up message to the user informing them that the radio is not in the valid radio list.



- (d) Click the OK button to clear the message and then do the following:
- (1) Double check that you are correctly typing in the radio number of the radio you physically have in your possession. If you are sure you're trying to enter the correct number then go to step 2.
  - (2) Click the *Radio Not In List?* Button. An input box will appear as shown in Figures 8A, 8B and 8C below.

	Permanent Rank	Radio	
Martin, Matthew R	Fire Fighter	703604	<input type="button" value="Radio Not In List ?"/>
	Permanent Rank	Radio	
McGlothem, Fred R	Fire Fighter	745323	<input type="button" value="Radio Not In List ?"/>
	Permanent Rank	Radio	
Snyder, Bronon L	Fire Fighter	703595	<input type="button" value="Radio Not In List ?"/>
	Permanent Rank	Radio	

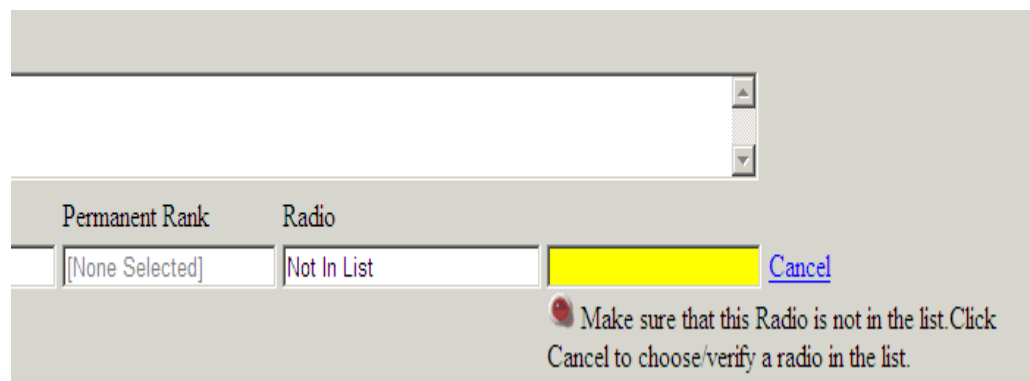


Figure 8B

- (e) Type the radio number into the radio input box. When finished filling out the Sign-On form for the selected unit, click the Submit button to submit the sign-on(s).

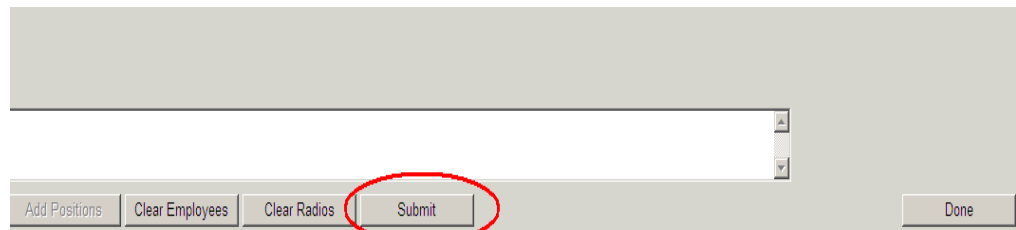


Figure 8C

- (f) Clicking the Submit button at this point will allow the user to assign the radio to the desired position and member.
- An email is then generated by the CAD Sign-On application and sent to the FAC On-Duty Shift Officer alerting them that a radio has been assigned to a unit, position and member that is not listed in the valid radio dropdown list.
  - The FAC On-Duty Shift Officer will follow up by adding the radio to the list or contacting the member for more information.

## 7.0 **ERROR MESSAGE SOLUTION NUMBER 5 FOR FAC**

7.1 This resolution is for DISPATCHERS with access to the VisiCAD application.

- In the VisiCAD Unit Queue, right click and from the menu select, "Roster System."
- Highlight the person under "Assigned Personnel" and select the "Temporary Portable Radios" tab.
- Select "Delete" and you will be presented with a box that asks if you are sure you want to remove XXXX from this shift?
- Select "Yes"
- Next, you will be presented with a box that states who the radio is assigned to. It will state that, "Deleting the radio would remove the assignment. Would you like to continue?"

- (f)** Select “Yes”
- (g)** Highlight the person and hit, “Off Duty.”
- (h)** Then, click the “Save” button and then click the “Exit” button. This will close out the Roster program.
- (i)** Note: Changes in the CAD system can take up to a minute to affect CAD SignOn and there is no visible notification that the changes have taken place except that the radio ID is now available for assignment.
- (j)** Test the solution by assigning the radio.

**7.2** If none of the solutions resolve the problem, create a help desk ticket and make sure to include the following details:

- (a)** Which Unit and Person are trying to assign the radio?
- (b)** Which Radio ID is it?
- (c)** Which Unit and Person does the system tell you it belongs to?
- (d)** Verify you have the correct radio ID.

## STANDARD OPERATING PROCEDURES

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No. 505

SPECIAL EVENTS LOG IN

### POLICY:

It shall be the policy of the Fire Alarm Center to adhere to the following procedures for Special Event log in.

**SEE ALSO:** SFD Dispatch #18-10, New CAD Sign-On Application  
SOP No. [511](#) (Task Force Log-On/Log-Off)  
SOP No. [502](#) (CAD Sign-On)

### 1.0 GENERAL

**1.1** The Fire Alarm Center will receive the Event Action Plan for the Event:

- (a) The location or Command Post Address must be given.
- (b) The event must be named such as “**SAFECO FIELD**”
- (c) Units will be named as follows: *EVENT1, EVENT2, E384, A83*, etc.

### 2.0 LOGGING APPROPRIATE EVENT UNITS INTO CAD

**2.1** Use Powerline to log-on the appropriate EVENT units and apparatus into CAD.

(a) Locate above logged unit(s) using the following procedures:

- (1) Poke yourself in the eye
- (2) Select “**All**”
- (3) Scroll down to appropriate unit
- (4) Right click on located unit
- (5) From the drop down menu, select “**Roster System**”
- (6) Ensure the “**Extended Shift**” box is checked
- (7) Save the changes

**2.2** Open the Call Taking Screen:

- (a) Enter the address of the event location or command post
- (b) Enter the event name in the location field, i.e. “**Safeco Field**”
- (c) Choose the “**EVENT – Special Event**” type code.
- (d) Expand the call taking screen (Vente Tab)
- (e) Choose the Additional Information tab
- (f) Change the Division to “**ADVISED**”
- (g) Save and exit out of this screen

**2.3** Poke yourself in the eye and select the “**ADVISED**” division to view incident.



### **3.0 FOLLOW-UP PROCEDURES**

- 3.1** Coordinate with the Event Lead to ensure all people have logged onto the appropriate event/events and/or apparatus.

### **4.0 DISPATCHING SPECIAL EVENTS**

- 4.1** From Powerline, dispatch the required units and put them on scene, as appropriate. *For example, "D\_EVENT1 ###" (the Incident Number is ###).*

### **5.0 CHANGE OF EVENT PERSONNEL**

- 5.1** If personnel are changed or added on a selected EVENT unit, they must be removed from the EVENT and then reassigned. After the EVENT has been reassigned, the changes will be represented in CADView.

- 5.2** Once changes are made, they should be confirmed in CADView:

- (a)** Click on the "CADView" icon on the desktop
- (b)** Under "Incidents," go to "Advanced Incident Search"
- (c)** Choose "EVENT – Special Event" under the "Final Incident Type"
- (d)** Make sure the "Active Incidents" box is checked.
- (e)** Click on the "Show" box.
- (f)** Confirm that appropriate personnel are logged into assigned event

### **6.0 EVENT CLOSURE/LOGGING OFF EVENT**

- 6.1** When the EVENT is completed and goes off the air, OPS personnel should remove themselves from the incident using the following procedures:

- (a)** Click on the "CAD Sign On" icon on the desktop
- (b)** Choose the appropriate EVENT
- (c)** Clear Employees and Clear Radios
- (d)** Submit request

### **7.0 RADIO SIGN-ON ASSISTANCE FOR OPERATIONS**

- 7.1** In order to maintain proper software communication and integrity, signing on to units and radios shall be done through CAD Sign-On (and not by VisiCAD).
- 7.2** Operations personnel are responsible for using CAD Sign-On to assign themselves to the appropriate Special Event.

**7.3** The following procedures should be implemented in case the FAC must assist OPS personnel when they are having difficulty using CAD Sign-On and assigning portable radios.

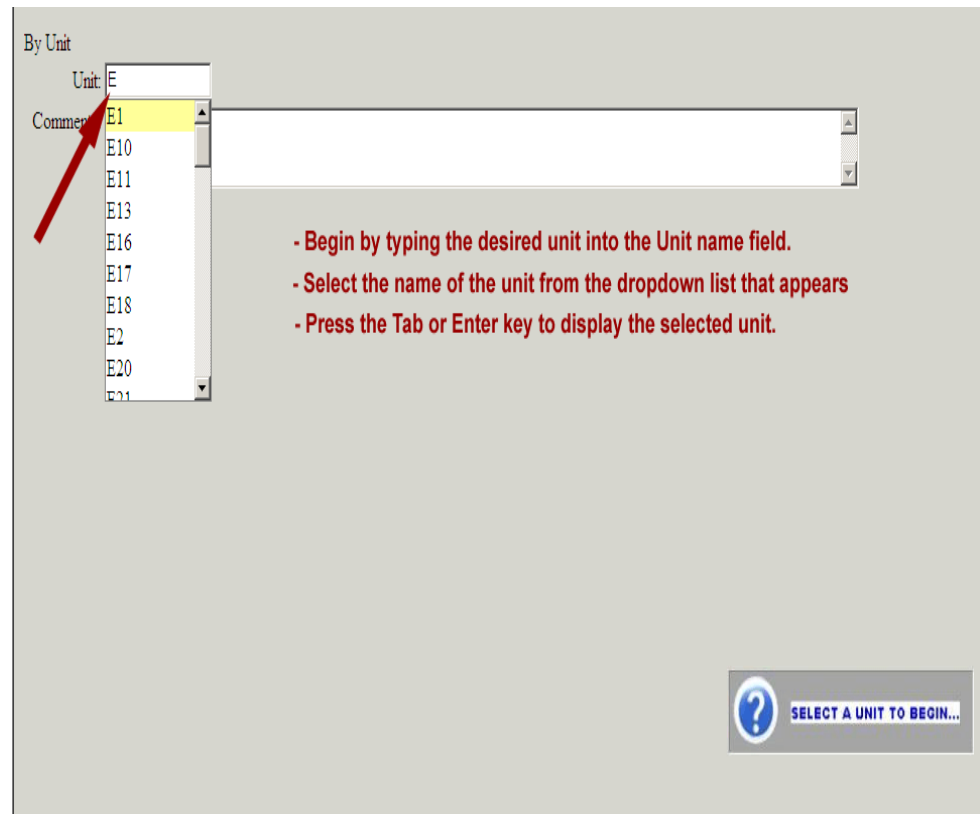
**(a) USING CAD SIGN-ON**



CAD SignOn

- (1)** Double click on the CAD Sign-On icon located on the desktop.
- (2)** CAD Sign-On no longer requires the user to login with a username and password.
- (3)** Begin by typing the name of the unit you will be logging on to (*See Figure 1*). Select the desired unit and hit the *Tab* or *Enter* key to display the selected unit.

**FIGURE 1**

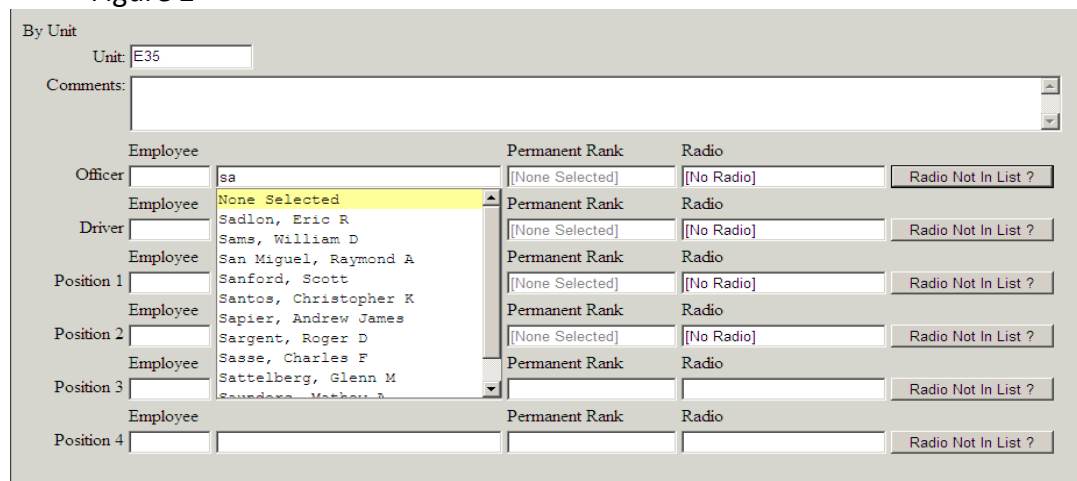




**(b) ENTERING CREW MEMBERS INTO UNIT POSITIONS**

- (1) Enter shift officer or crew members into the appropriate unit positions on the selected unit in the same manner that was used in the previous version of CAD Sign-On.
- (2) Unit positions can be filled by entering a member's Injury/Illness number or by beginning to type the member's last name and then selecting the appropriate name from the dropdown list that appears. (See Figure 2)

Figure 2

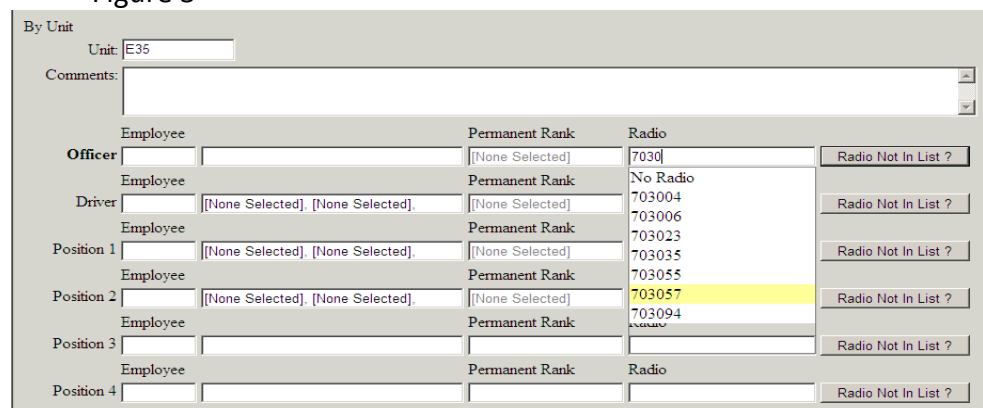


The screenshot shows a software interface for entering crew members into unit positions. At the top, there is a 'By Unit' section with a 'Unit:' dropdown menu set to 'E35' and a 'Comments:' text area. Below this, there are four rows representing unit positions. Each row has an 'Employee' dropdown menu, a 'Permanent Rank' dropdown menu, and a 'Radio' dropdown menu. The first row is labeled 'Officer' and has 'sa' entered in the Employee field. The second row is labeled 'Driver' and has a dropdown menu open showing a list of names: 'None Selected', 'Sadlon, Eric R', 'Sams, William D', 'San Miguel, Raymond A', 'Sanford, Scott', 'Santos, Christopher K', 'Sapier, Andrew James', 'Sargent, Roger D', 'Sasse, Charles F', and 'Sattelberg, Glenn M'. The third row is labeled 'Position 1' and the fourth is 'Position 3'. Each row also has a 'Radio Not In List ?' button.

**(c) ENTERING RADIOS INTO UNIT POSITIONS**

- (1) Enter radio numbers into each unit position in the same manner as the previous version of CAD Sign-On. Begin typing the radio number and a dropdown list will appear with all possible matches. Select the desired radio from the list. (See Figure 3)

Figure 3

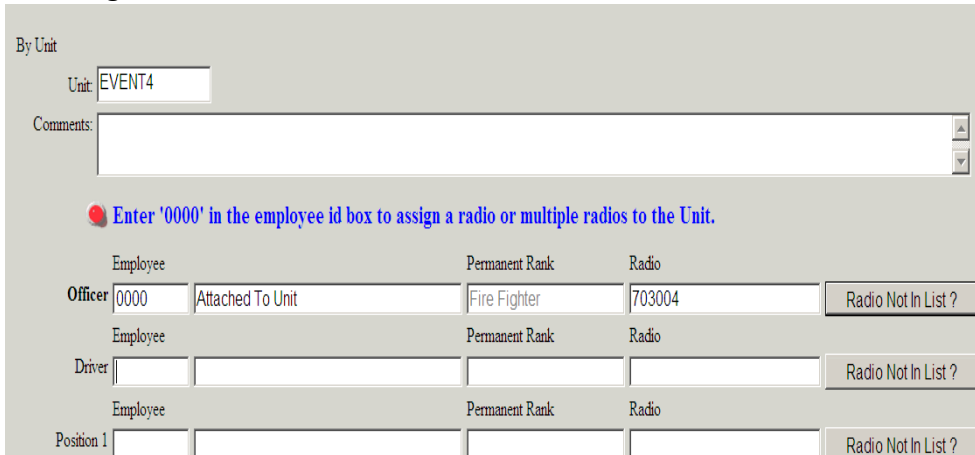


The screenshot shows the same software interface as Figure 2, but now with radio numbers being entered. The 'Unit:' dropdown is still 'E35'. The 'Officer' position has '7030' entered in the Radio field. The 'Driver' position has a dropdown menu open showing a list of radio numbers: 'No Radio', '703004', '703006', '703023', '703035', '703055', '703057', and '703094'. The '703057' radio number is highlighted in yellow. The 'Position 1' and 'Position 3' rows have empty Radio fields. Each row still has a 'Radio Not In List ?' button.

**(d) ASSIGNING RADIO(S) TO A UNIT WITHOUT A MEMBER**

- (1)** There are times when it is necessary to assign a radio to a position on a unit without assigning a Member to that position. Follow these steps:
  - a. In the position you want to assign a radio to, type “0000” as the Employee ID number and press the tab key.
  - b. In the Employee Name field the words “Attached to Unit” will appear.
  - c. Tab over to the Radio ID field and enter the radio you wish to assign.
  - d. Submit your changes. (See Figure 4)


Figure 4



By Unit

Unit:

Comments:

 Enter '0000' in the employee id box to assign a radio or multiple radios to the Unit.

	Employee	Permanent Rank	Radio	
Officer	<input type="text" value="0000"/> <input type="text" value="Attached To Unit"/>	<input type="text" value="Fire Fighter"/>	<input type="text" value="703004"/>	<input type="button" value="Radio Not In List ?"/>
Driver	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Radio Not In List ?"/>
Position 1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Radio Not In List ?"/>

**8.0 ERROR MESSAGE SOLUTION NUMBER 1 FOR OPERATIONS**

**8.1** A radio cannot be assigned to more than one apparatus position as CAD Sign-On only allows a radio to be assigned to one position on one unit. .

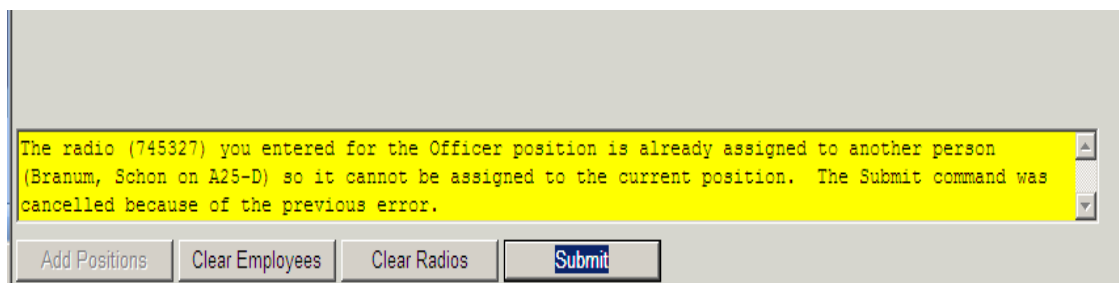
- (a)** When you click the submit button to send your sign-on information to CAD, if any of the radio numbers you are trying to submit are already currently assigned to a position on a different unit, you will see a message appear in the message box area at the bottom of the screen informing you which radio number is the problem and which unit, position and member the radio is currently assigned to.

**8.2** If Operations personnel are attempting to assign a radio to a position in an EVENT and they find the error message, *“The selected radio (XXXX, EVENT) is already assigned to a position on the current apparatus.* Either pick another radio or un-assign the radio from Position first if you want to assign this radio, direct Operations personnel as follows:

- (e) Verify that this member is no longer using the radio. **THIS IS VERY IMPORTANT.**
- (f) Select the Unit from the **“Unit”** pull-down menu on the FDM Sign-On screen.
- (g) At the position listed in the error noted above, set the radio to **“No Radio”** and press **SUBMIT** at the bottom. The **“No Radio”** selection is at the top of the radio list.
- (h) Test the solution by trying to use the radio for the place or person where you would like it to be assigned.

## 9.0 **ERROR MESSAGE SOLUTION NUMBER 2 FOR OPERATIONS**

**9.1** If Operations personnel are still attempting to assign a radio to a position in an EVENT and the following error message appears:



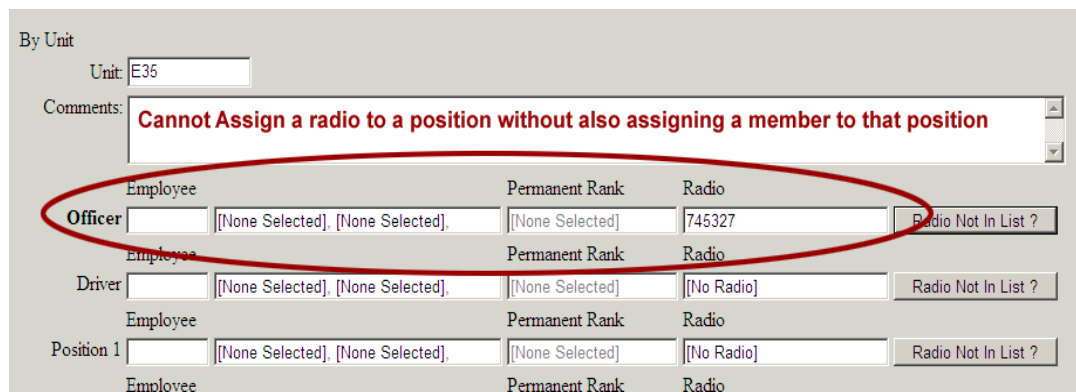
- (a) Re-submit or call SFD MIS Help Desk with the exact error message, direct Operations personnel as follows:
  - (1) Verify that this person is no longer using the radio. **THIS IS VERY IMPORTANT.**
  - (2) Select the Unit from the **“Unit”** pulldown menu on the FDM Sign-On screen.

- (3) At the position listed in error noted above, sign onto using your injury/illness number and using the radio listed in the error message.
  - Press the **SUBMIT** button.
  - After submitting, return to that position and set the radio to “No Radio.” The “No Radio” selection is at the top of the radio list.
  - Hit the **SUBMIT** button.
- (4) Test the solution by trying to use the radio for the place or person where you would like it to be assigned.
- (5) If the radio is still not assigning to the proper position, see 10.0 below.

## 10.0 ERROR MESSAGE SOLUTION NUMBER 3 FOR OPERATIONS

### 10.1 Radio disappears when a member is **NOT** assigned to the Position

- (a) If a radio is assigned to a position on a unit but a member is not also assigned to that position, the selected radio will disappear from the unit. Sign-On does not allow a radio to be assigned to a position on a unit without an Employee ID assigned.



Employee	Permanent Rank	Radio
Officer	[None Selected], [None Selected], [None Selected]	745327
Employee	[None Selected], [None Selected], [None Selected]	[No Radio]
Driver	[None Selected], [None Selected], [None Selected]	[No Radio]
Employee	[None Selected], [None Selected], [None Selected]	[No Radio]
Position 1	[None Selected], [None Selected], [None Selected]	[No Radio]
Employee	[None Selected], [None Selected], [None Selected]	[No Radio]

- (b) To assign a radio to a position without a Member, enter “0000” as the Employee ID and hit the tab key. The words “**Spare Radio**” previously listed as “Attached to Unit” will appear in the Employee Name field. Next, enter the desired Radio ID. Submit the changes. The radio is now assigned to the desired position without an Employee assigned to the position. (See Figure 6B)

By Unit  
Unit: EVENT4

Comments:  
**USE 0000 as the Employee ID To Assign a Radio to A Position Without a Member**

**To Assign radio's to an unit without an employee, please type 0000 in EmpID field**

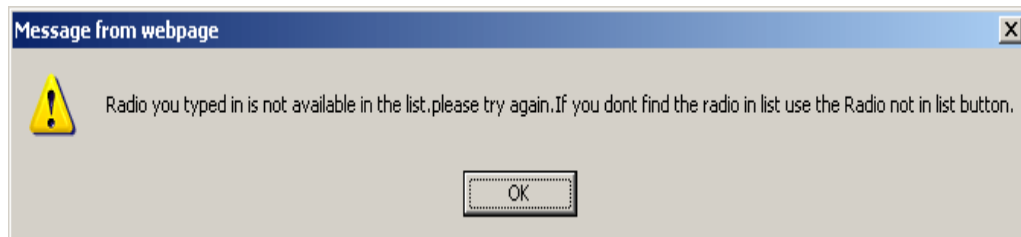
Employee	Permanent Rank	Radio
Officer 0000 Attached To Unit	Fire Fighter	703004 Radio Not In List ?
Driver 0000 Attached To Unit	Fire Fighter	703006 Radio Not In List ?
Position 1 0000 Attached To Unit	Fire Fighter	703182 Radio Not In List ?

- (c) It is acceptable though to assign a member to a position on a unit and not assign that member a radio. This happens very infrequently when the member is a recruit/trainee, FAC, or other who is on a rig but doesn't have a radio.

## 11.0 ERROR MESSAGE SOLUTION NUMBER 4 FOR OPERATIONS

### 11.1 Radio number does not appear in the Radio Dropdown list:

- (a) The Radio Dropdown list is populated with valid portable radio numbers from the Department's inventory tracking system. A valid portable radio is a radio that begins with the prefix of 703 or 745 and falls within a minimum and maximum range for each of those prefixes per valid radio ranges recorded into the CAD system itself.
- (b) It is possible, although a rare occurrence, that a member can have physical possession of a radio does not appear in the radio dropdown list.
- (c) In this case, CAD Sign-On will recognize that the radio number the member is entering is invalid and will display a pop-up message to the user informing them that the radio is not in the valid radio list.



- (d) Click the OK button to clear the message and then do the following:
- (1) Double check that you are correctly typing in the radio number of the radio you physically have in your possession. If you are sure you're trying to enter the correct number then go to step 2.
  - (2) Click the *Radio Not In List?* Button. An input box will appear as shown in Figures 8A, 8B and 8C below.

	Permanent Rank	Radio	
Martin, Matthew R	Fire Fighter	703604	<input type="button" value="Radio Not In List ?"/>
McGlothem, Fred R	Fire Fighter	745323	<input type="button" value="Radio Not In List ?"/>
Snyder, Bronon L	Fire Fighter	703595	<input type="button" value="Radio Not In List ?"/>
	Permanent Rank	Radio	

Figure 8B

Permanent Rank	Radio		
[None Selected]	Not In List	<input type="button" value="Cancel"/>	<a href="#">Cancel</a>

Make sure that this Radio is not in the list. Click Cancel to choose/verify a radio in the list.

- (e) Type the radio number into the radio input box. When finished filling out the Sign-On form for the selected unit, click the Submit button to submit the sign-on(s).

Figure 8C

Add Positions
Clear Employees
Clear Radios

Done

- (f) Clicking the Submit button at this point will allow the user to assign the radio to the desired position and member.
- An email is then generated by the CAD Sign-On application and sent to the FAC On-Duty Shift Officer alerting them that a radio has been assigned to a unit, position and member that is not listed in the valid radio dropdown list.
  - The FAC On-Duty Shift Officer will follow up by adding the radio to the list or contacting the member for more information.

## 12.0 **ERROR MESSAGE SOLUTION NUMBER 5 FOR FAC**

**12.1** This resolution is for DISPATCHERS with access to the VisiCAD application.

- (k) In the VisiCAD Unit Queue, right click and from the menu select, “Roster System.”
- (l) Highlight the person under “Assigned Personnel” and select the “Temporary Portable Radios” tab.
- (m) Select “Delete” and you will be presented with a box that asks if you are sure you want to remove XXXX from this shift?
- (n) Select “Yes.”
- (o) Next, you will be presented with a box that states who the radio is assigned to. It will state that, “Deleting the radio would remove the assignment. Would you like to continue?”
- (p) Select “Yes.”
- (q) Highlight the person and hit, “Off Duty.”
- (r) Then, click the “Save” button and then click the “Exit” button. This will close out the Roster program.
- (s) Note: Changes in the CAD system can take up to a minute to affect CAD Sign-On and there is no visible notification that the changes have taken place except that the radio ID is now available for assignment.
- (t) Test the solution by assigning the radio.

**12.2** If none of the solutions resolve the problem, create a help desk ticket and make sure to include the following details:

- (a)** Which Unit and Person are trying to assign the radio?
- (b)** Which Radio ID is it?
- (c)** Which Unit and Person does the system tell you it belongs to?
- (d)** Verify you have the correct radio ID.



## STANDARD OPERATING PROCEDURES

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No. 509

RIG SWAP – CHANGE OF APPARATUS

### POLICY:

It shall be the policy of the Fire Alarm Center to adhere to the following procedure when putting spare units on and off duty.

SEE ALSO: SOP No. [511](#) (Task Force Log On/Log Off)

### 1.0 RIG SWAP – CHANGE OF APPARATUS

#### 1.1 Use the following procedure for a Rig Swap:

##### (a) Step 1

- (1) Obtain the apparatus number (Vehicle ID#) that the unit is going to be swapping into (e.g., E5404, M3760).

##### (b) Step 2

- (1) Within the **POWERLINE** place the unit **AIQ** (e.g., AIQ\_E10).

##### (c) Step 3

- (1) R-click on the unit in the **UNIT STATUS** queue and choose **CHANGE VEHICLE** from the drop-down menu.
- (2) Enter the new apparatus number (Vehicle ID#) in the **NEW VEHICLE ID** field, (e.g., E5404, M3760).
  - Write down the old apparatus number from the top of the Change Vehicle page then tab off.
- (3) Select **OK**.

##### (d) Step 4

- (1) Within the **UNIT STATUS** queue place the unit **AOR**, then **AIQ** (e.g., AOR\_E10). *Note: If the unit was available on air at the time of the rig swap, place the unit AOR again.*
- (2) Verify in the Unit Status queue that the unit is AIQ in the proper station. Sometimes the system may pick the station nearest to their location at the time of the swap.

**1.2** After completion of the Change Vehicle:

- (a)** Open the tool box and open the vehicle manager. At the bottom left of the page in the Name box, enter the old apparatus number then click the search box.
- (b)** The old apparatus Number should appear in the box next to the Name box. *Double click the old number and the box with the Vehicle ID will open.* The old number should be at the top under Vehicle ID.
- (c)** Now type in or select from the drop down in the Unit Name box the old number and click the Save button at the bottom of the page.
- (d)** Now the Vehicle ID and the Unit Name should match.
- (e)** Never change the Vehicle ID. You are now finished.

## STANDARD OPERATING PROCEDURES

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No. 510

CREATING NEW UNITS IN CAD

### POLICY:

It shall be the policy of the Fire Alarm Center to adhere to the following procedures when creating new units in CAD

SEE ALSO: SOP No. [511](#) (Task Force Log On/Log Off)

### 1.0 GENERAL

- 1.1** Administrator privileges are needed to create new units in CAD. All FAC floor officers have administrative privileges, providing access to all utilities and other programs in the toolbox.
- 1.2** Members creating new units should refer to units already existing in CAD to see which fields need to be completed.

### 2.0 PROCEDURE

**2.1** Use the following procedure to create a new unit in CAD:

- (1)** Open the Tools menu
- (2)** Open the Pop Up Utility List
- (3)** Open the Units Names Utility
- (4)** Add the Unit Name (code and name are the same)-(example, **HAZVAN, E34**)
- (5)** Add the Unit ID (code and name are the same)-(example, **3360, E5310, M3645**)
- (6)** Open Vehicle Manager
- (7)** Click Add
- (8)** Enter Vehicle Id (**E5310, M3770...**)
- (9)** Enter Unit Name (**HAZVAN, E34...**)
- (10)** Complete all the other fields including Sharing
- (11)** Click on SAVE before exiting
- (12)** From Powerline, change units division to correct division
- (13)** Put unit AOR then AIQ

## STANDARD OPERATING PROCEDURES

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No. 511

TASK FORCE LOG-ON/LOG-OFF

### POLICY:

It shall be the policy of the Fire Alarm Center to adhere to the following procedures when logging task forces on or off in CAD

SEE ALSO: SOP No. [512](#) (Putting Spare Units On Duty)

### 1.0 TASK FORCE LOG ON PROCEDURE

#### 1.1 Use the following procedure to log on a task force in CAD:

- (1) Open vehicle manager.
- (2) Search for "TF". This will return a list of Task Force units 1-10
- (3) Double click on the unit you want to use.
- (4) Change the Home station to the station where the Task for unit will be located.
- (5) Change the Primary Resource Type to the correct type (*Engine, Ladder, Aid, Medic*)
- (6) Change the Secondary Resource Type to the correct type (*EMS RES ENG LAD and EMS RES ENG LAD AID for engines and ladders, EMS RES ENG LAD AID for aid cars, nothing for other units*)
- (7) Save your changes and Exit vehicle manager.
- (8) From the Powerline, Log On the unit (L\_TF1)
- (9) From the Powerline, AOR then AIQ the unit.

- 1.2** CAD will recommend the correct units for responses. Task force units have NO AVL's so you need to put them AIQ after each response.

### 2.0 TASK FORCE LOG OFF PROCEDURE

#### 2.1 Use the following procedure to log off a task force in CAD:

- (1) Put the unit AIQ.
- (2) Open vehicle manager and search for the unit you want to log off.
- (3) Double click on the unit name.
- (4) Change the Home station back to "Vehicle".
- (5) Change the Primary resource type back to "Non Unit".
- (6) Remove all the secondary resource types.
- (7) Save your changes and Exit vehicle manager.
- (8) From the Powerline, put the unit AOR then AIQ.
- (9) From the Powerline, Log Off the unit. (LO TF1)

**STANDARD OPERATING PROCEDURES**

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No. 512

PUTTING SPARE UNITS ON/OFF DUTY

**POLICY:**

It shall be the policy of the Fire Alarm Center to adhere to the following procedure when putting spare units on and off duty.

SEE ALSO: SOP No. [511](#) (Task Force Log On/Log Off)

**1.0 PUTTING SPARE UNITS ON DUTY**

**1.1** Use the following procedure put a spare unit on duty in CAD:

**(a) Step 1**

- (1)** Obtain the Vehicle ID# for the apparatus that is going to be used (e.g., E5404, M3760).
- (2)** Obtain the radio designator (Unit Name) that the unit is going to use (e.g., E80, A85).

**(b) Step 2**

- (1)** Within the Vehicle Manager tool, search for and select the appropriate vehicle (e.g., E5404, M3760).
- (2)** From the Vehicle Information and Assignments (tab 1), change the Home Station to the appropriate one.
- (3)** Change the **UNIT NAME** to the appropriate radio designator (e.g., E80, A85).
- (4)** Verify the unit's Primary Resource Type is correct (e.g., Engine, Aid Car, etc.).
- (5)** Verify the unit's Secondary Resource Type is correct:
  - Engine & Ladder – EMS RES ENG LAD & EMS RES ENG LAD AID
  - Aid Car – EMS RES ENG LAD AID
  - Medics – (none)
- (6)** Select the Capabilities and Staffing (tab 2), verify that engine and ladder Capabilities indicate Fire Unit-Engine or Ladder.

- (7) Select the Sharing (tab 4), and verify all Jurisdictions and all Divisions are selected.
  - (8) Select the Paging (tab 5), and add any Pagers and Paging Groups if necessary.
  - (9) Save changes and Exit.
- (c) **Step 3**
- (1) **Log-On** the unit (e.g., “L\_E80”).
- (d) **Step 4**
- (1) Within the Unit Status queue, R-click on the unit and place it both AOR, then AIQ.
  - (2) Within the Unit Status queue, R-click on the unit and select Roster System from the drop down menu. Check  the Extended Shift box.
  - (3) Notify the company to roster on to the unit with their appropriate radio numbers.

## 2.0 PUTTING SPARE UNITS OFF DUTY

2.1 Use the following procedure to put a spare unit off duty in CAD:

- (a) **Step 1**
- (1) Place the unit **AIQ** (e.g., AIQ\_E80).
  - (2) **Log Off** the unit (e.g., “LO E80, A85”).
- (b) **Step 2**
- (1) Within the Vehicle Manager tool, search for and select the unit (e.g., E80, A85).
  - (2) From the Vehicle Information & Assignments (tab 1), change the unit’s Home Station back to Vehicle.
  - (3) Change the Unit Name back to match the Vehicle ID# (e.g., E5404, M3760).
  - (4) Change the unit’s Primary Resource Type to Non-Unit.
  - (5) Select the Paging (tab 5), remove any Pagers and Paging Groups.
  - (6) Save changes and Exit.

## STANDARD OPERATING PROCEDURES

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No. 513

ROAD NETWORK MANAGEMENT UTILITY

POLICY:

It shall be the policy of the Fire Alarm Center to adhere to the following procedures when altering the CAD road network to reflect street and bridge closures.

### 1.0 CLOSING A ROAD SEGMENT

**1.1** Use the following procedure to create a Road Impedance for travel re-routing:

- (1)** In VisiCAD Tools, select **Road Network Management Utility**
- (2)** Click Add.
- (3)** Enter a designator in the Name field (**Use the street name** )
- (4)** Enter 0 or 1 mph in the Edited Speed field (**0 for bridges and 1 for everything else.**)
- (5)** Enter a Start Date and Time in the appropriate field (**time must be in the future.**)
- (6)** Enter an End Date and Time in the appropriate field if appropriate.
- (7)** Locate and zoom in on the map to the section of roadway to be closed  
**Ctrl+Left click** on the section of road way to be closed (this will highlight it in yellow)
- (8)** Select Save.

**1.2** Verify that the re-routing is working properly by using the following procedure:

- (1)** In VisiCAD Explorer, select: **Tools, Show Directions**
- (2)** Locate and zoom in on the map to the section of roadway that has been closed
- (3)** Left click on a section of street on opposite sides of the section of closed roadway and the long/lat will show in the Routing Directions window.

**(4) Select: Directions**

**(5)** A window of Directions will pop up. Read through the directions and verify that the route of travel bypasses the closed section of roadway.

2.0 RE-OPENING A ROAD SEGMENT

**2.1** To delete a Road Impedance closure, use the following procedure:

**(1)** In VisiCAD Tools, select **Road Network Management Utility**

**(2)** Select: **Edit**

**(3)** Enter an \* in the Search String field and select Search

**(4)** A list of created road impedances will show in the window. Left click to highlight the desired one and select OK

**(5)** Select the Delete (if an End date was entered it will delete on its own)



## STANDARD OPERATING PROCEDURES

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No. 520

CREATING A NEW TYPE CODE

### POLICY:

It shall be the policy of the Fire Alarm Center to adhere to the following procedures when creating new type codes in CAD.

#### 1.0 GENERAL

- 1.1** You must have Administrator Privileges to create type codes in CAD.
- 1.2** It would be a very unusual circumstance in which a type code would need to be created by someone who does not normally do so. In most cases, it is best to put off creating a new type code until an experience CAD administrator is available.

#### 2.0 TYPE CODE CREATION PROCEDURE

- 2.1** Use the following procedures to create a new type code in CAD:
  - (a)** Open the Tools menu.
  - (b)** Open the Popup List Utility.
  - (c)** Select “Incident Types”.
  - (d)** Click “ADD”.
  - (e)** Enter the new code. (HAZRA) - (5 char. Max, all caps)
  - (f)** Enter a description. (HAZRAD – Hazmat Radiation)
  - (g)** Click “SAVE” and “EXIT”.
  - (h)** Open the Tools menu.
  - (i)** Open the Response Plan Manager.
  - (j)** Under “Plans on File”, Select plus next to Seattle, Seattle.
  - (k)** Click “ADD” plan.
  - (l)** Enter the new plan name. (HAZRAD – Hazmat Radiation, use new incident type-description)

- (m)** Select Dispatch Level of (Normal).
- (n)** Tab off dispatch level and click SAVE.
- (o)** Under 'Plans on file-Seattle', select the new incident type, click the '+' next to the incident type and select alarm level 1.
- (p)** Click Add detail.
- (q)** Select the resource or capability you want to use.(select order)
- (r)** Tab off and click SAVE.
- (s)** Click Add detail and repeat 17 & 18 if you want more units.
- (t)** Exit Response Plan Manager
- (u)** Open the Tools menu.
- (v)** Open the Problem Incident Subtype Utility.
- (w)** Click ADD.
- (x)** Enter the code. (HAZRAD) - (same as the new incident type)
- (y)** Enter the description, (HAZRAD – Hazmat Radiation) - (same as response plan. "Code-description")
- (z)** Select Priority.
- (aa)** Select Cert. Assignment.(You need to select the blank field)
- (bb)** Select Incident Type Description.
- (cc)** Check the Radius Search box and enter radius in the gray box if needed. (.5 for Hazmat)
- (dd)** Click SAVE & EXIT
- (ee)** Open the Tools Menu.
- (ff)** Open the Response Area Builder.
- (gg)** Select the plus next to Seattle, Battalion 2, Battalion 2, Battalion 2.

- (hh)** Select Response Plan Tab.
- (ii)** Click ADD.
- (jj)** Select new Incident type.
- (kk)** Select the associated plan.
- (ll)** Click SAVE.
- (mm)** Select the Area List.
- (nn)** Repeat steps 32 – 38 for each battalion.
- (oo)** Exit Response Area Builder.
- (pp)** Restart CAD
- (qq)** Open the Response Area Builder.
- (rr)** Select the plus next to Seattle, Seattle.
- (ss)** Select the plus next to Battalion 2, Battalion 2 then Battalion 2 folder
- (tt)** Click on the Response Plans tab
- (uu)** Scroll down to the new type code and make sure there is a “Plus” next to the new type code in the list. (If not you need to repeat steps 31- 38 again for each missing code.
- (vv)** Click the Area List and repeat steps 42 -45 for each battalion.
- (ww)** Exit Response area builder.
- (xx)** Create a test incident in each battalion to make sure the proper units are recommended.
- (yy)** Notify MIS that you have created a new Incident Type and Response Plan.

**STANDARD OPERATING PROCEDURES**

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No. 521

STATION UNIT ROTATION

**POLICY:**

It shall be the policy of the Fire Alarm Center to adhere to the following procedures when rotating units at the same station in CAD

**1.0 GENERAL**

- 1.1** This procedure shall be used anytime upstaffing occurs in Operations and the same type of unit at the same station is placed into service. For example: Aid 14 and Aid 84.

**2.0 STATION UNIT ROTATION PROCEDURE**

- 2.1** Use the following procedure to rotate units in CAD:

- (1)** Open Vehicle Manager in Tool Box menu.
- (2)** Go to Dispatcher Rules setup utility.
- (3)** Click Unit Selection Modifier tab
- (4)** Click station of rotating unit.
- (5)** Click Enable Altering Unit order
- (6)** Click responding.
- (7)** Click SAVE

**STANDARD OPERATING PROCEDURES**


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No. 530

UPGRADES TO CAD

**POLICY:**

It shall be the policy of the Fire Alarm Center to adhere to the following procedures following upgrades to CAD.

**1.0 GENERAL**

- 1.1** Following any upgrade to CAD (new version, service pack, patch, etc.), the floor officer shall ensure that the Post Upgrade Check Off list is completed as soon as possible and forwarded to **ALARM2**.

**2.0 REFERENCE:**

<b>DISPATCHER CHECK OFF LIST</b> "After up grades"	
<b>1. Check Locution interface</b> _____ a. Dispatch a run and make sure location fires. Radio _____ b. Station _____	<b>8. Check Polygone Look-Up</b> _____ a. Verify we get a map page number _____
<b>2. Check PTT interface</b> _____ a. Try different radios from PTT _____	<b>9. Check Address validation</b> _____ a. Verify caution notes _____ b. Verify address history _____
<b>3. Check Paging interface</b> _____ a. Personnel _____ b. Unit _____ c. Incident _____	<b>10. Check MUM</b> _____ a. Verify MUM receives CAD updates _____
<b>4. Check AVL interface</b> _____ a. Verify unit position is updating _____ b. Verify we receive unit status changes _____	<b>11. Check CAD View application</b> _____
<b>5. Check MDC interface</b> _____ a. Verify unit receives incident data _____ b. Verify MDC emergency button works _____	<b>12. Check EMD application</b> _____ a. Verify application works _____ b. Verify type code is transferred over to CAD _____
<b>6. Check Emergency Button</b> _____ a. Verify a portable radio emergency button works _____	<b>13. Check closed record download</b> _____ a. Check with MIS to verify incident transfer _____
<b>7. Check Ani /Ali interface</b> _____ a. Verify we transfer ani/ali over to CAD _____	<b>14. Check history search</b> _____

**STANDARD OPERATING PROCEDURES**


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No. 535

CAD COMMANDS

POLICY:

It shall be the policy of the Fire Alarm Center to adhere to the following procedures when using Powerline Commands.

### 1.0 GENERAL

<i>command</i>	<i>description</i>	<i>example</i>	<i>explanation</i>
<b>A</b>	Assist unit to incident	A_L3_123	Add unit to an Incident (same as “D” command)
<b>AIQ</b>	Available in Quarters		
<b>AORA</b>	AOR All	AORA_E6_E6/L3/B5 or AORA_.123_E6/L3	Separate units remaining on the run with slashes
<b>AR</b>	Add Resource	AR_A5_L AR_.123_L	Recommends closest avail resource
<b>AUT</b>	Activate User Timer	AUT_DEP1_1500	Sets user timer (1500 = 15 min)
<b>BALB</b>	Balance a bunch	BALB_E6_2L/1E BALB_.123_2L/1E	Add resource(s) with the recall screen. <b>Use when IC requests multiple units</b>
<b>BALT</b>	Balance Incident by Type Code	BALT_E6_MED BALT_.123_MED	Function key F9 inserts “BALT” on the powerline.  Reconfigures response units.
<b>BROST</b>	Shows Battalion Roster	BROST_BAT5	This command brings up the Battalion roster. It looks confusing because of the way we do unit rosters but active personnel are the listed with assigned positions, i.e., P1, P2, D, O
<b>CAN</b>	Incident Cancellation		Use this command to cancel incident when response is cancelled prior to arrival
<b>CARD</b>	Cardfile Search	CARD_ANIMAL CONTROL	Search rolodex card file for any text
<b>CIM</b>	Critical Incident Mode	CIM_E5_M	Dedicates powerline to the incident. The “M” allows you to type comments that go directly into the call mask. <b>Use for fire &amp; rescue incidents.</b>
<b>CUT</b>	Clear User Timer	CUT_DEP1	Clears user timer

<i>command</i>	<i>description</i>	<i>example</i>	<i>explanation</i>
D	Dispatches Unit to Active Incident	D_E6,L3_123	Same as "A" command
DE	Dispatch Unit Enroute	DE_E6_123 (No Locution)	This command lets you dispatch a unit On-Scene to an ACTIVE incident. <u>This command does not fire Locution or the Pagers</u>  Use when an AOR aid car offers to take a run for the engine
DL	Set Dispatch Level		In a situation where resources are scarce (wind storm, earthquake, multiple alarm fire, etc.), the officer may change the dispatch level to reduce the # of resources required.
DO	Dispatch Unit On Scene	DO_E6_123 (no Locution)	This command lets you dispatch a unit On-Scene to an ACTIVE incident. <u>This command does not fire Locution or the Pagers.</u>  <b>Use when a unit accidentally takes themselves off an incident -- places them back on the incident WITHOUT Locution or pagers going off.</b>
DU	Dispatch unit	DU_E6_123	This command lets you dispatch a unit to an ACTIVE incident with locution.
ER	Enroute	ER_MAR5	Unit Responding. <b>Use for units without MDC's (i.e. MAR5, AIR9)</b>
ETP	Enroute to post. Places unit Enroute to station <u>after</u> move ups.	ETP_E6	This command places the unit Enroute to Post after you do a move up, if they forget to do it or they don't have a MDC.
FMP	Find members page by name	FMP_Smith	This command will tell you what pagers are assigned to a member by their name.
FP	Find pager by pager ID	FP_345	This command will let you look to see who has a pager using the pager ID.
FPG	Find pager group members by page group ID	FPG_01	This command will let you see who is in a certain page group. You have to use the page group code, i.e., STAFF.

<i>command</i>	<i>description</i>	<i>example</i>	<i>explanation</i>
<b>FR</b>	Find Radio	FR_70###	
<b>FU</b>	Find Unit	FU_E6	Use to highlight unit on the unit status queue. <b>Use when company asks for their status.</b>
<b>IH</b>	Incident History by unit ID	IH_A5	Opens call mask for active incident for selected unit.
<b>IN</b>	Removes all out of service reasons	IN_B6	
<b>L</b>	Log unit onto CAD		<b>Use when placing spare units and/or task forces in service.</b>  See SOP 511 & 512 for procedures.
<b>LO</b>	Log Unit off CAD		<b>Use when placing spare units and/or task forces in service.</b>  See SOP 511 & 512 for procedures
<b>M</b>	Add Comments	M_123_A5	Use to add comments to an incident
<b>MAPI</b>	Map Displays Incident	MAPI_123	Zooms map to Incident Location
<b>MAPU</b>	Map will display unit	MAPU_E6	Zooms map to unit location
<b>MOV</b>	Move-up Companies	MOV_E6/25, L3/14,E5/10	
<b>MOVD</b>	Recall Move-Up Unit(s)	MOVD	Lists all moved up companies
<b>MOVX</b>	Cancel Move-Up Units	MOVX_E6,L3,E10	
<b>MU</b>	Add comments to Unit activity log	MU_E6_Test comment	This command lets you add comments to a Unit Activity log. It is not incident related.
<b>OS</b>	Unit On-Scene		
<b>OUT</b>	Unit Out of Service		Out of Service/Conditional Availability
<b>PGT</b>	Page Units		
<b>PS</b>	Powerline Search	PS_CIM	Search Powerline for limited CAD Command information
<b>R</b>	Recall Incident	R_A5	Brings up Incident Recall screen



<i>command</i>	<i>description</i>	<i>example</i>	<i>explanation</i>
<b>RA</b>	Re-assign a unit to a different incident or re-assign an incident	RA_.123 (to replace all units...drops it back into the pending queue for reassignment)	<p><u>If you send a response with the wrong units, this command will clear all the units and place the incident back in the waiting incident window.</u></p> <p><b>Use for a corrected address in a different part of the city or if a freeway response changes from NB to SB</b></p>
<b>RADIO</b>	VisiCAD, show default SOP	RADIO	Displays portable radio template
<b>RD</b>	Recall incident data and time stamps.	RD_E5 RD_.123	This command will Recall the Data fields and Time stamps for an incident in a Recall window.
<b>RI</b>	Resource Information. (Show available(A) Units by resource type):  E- Engines L- Ladders A-Aid Cars M-Medics	RI_,A,E	<p>This command lets you see all the available units by type of unit.</p> <p>Don't forget to use the commas in the right places as shown.</p> <p>The "A" stands for Available units.</p>
<b>RLINK</b>	Removes incident links	RLINK_123_ 345	This command removes links that were created between incidents. <b>Use if you linked incidents that are then determined to be unrelated.</b>
<b>ROST</b>	Recall unit roster	ROST_E6	This command looks confusing because of the way we do unit rosters but active personnel are the listed with assigned positions, i.e., P1, P2, D, O.
<b>RUT</b>	Reset Unit Timer	RUT_DEP1_1500	This example puts an additional 15 min on the timer for DEP1.
<b>SM</b>	Send message by user ID	SM 1139 H,N,Subject, message  (H = High, N=Normal)	<p>This command let you send a mail message to someone using their injury/illness number.</p> <p>The "H" signifies High priority message and the "N" is for Normal sensitivity</p>



# Seattle Fire Department



command	description	example	explanation
SMW	Send message by workstation	SMW D101 H,N,Subject, message  (H = High, N=Normal)	This command allows you to send a mail message to someone using the dispatch workstation number.  Use a "D" and the position number. They all start with 10. SO position 4 would be D104.  The "H" signifies High priority message and the "N" is for Normal sensitivity
ST	Puts unit in the Staged status.	ST_E6	This command places the unit in the Staged status. This command is used when a unit tells you they are "Standing By" for SPD.
STACK	Stacks a waiting incident for a unit for later dispatch	STACK_E6_123	This command will Stack incidents for a unit. This would be handy during a storm when you want a unit to handle several incidents in their area. The command places the incident in the Active incident queue with an "S" next to the incident ID.  When the unit that the incident is stacked for goes in service, a high priority messages is sent to all positions telling them the unit is available for the next incident. The dispatch has to dispatch them on the next incident.
TR	Transporting	TR_Unit/Hospital	See Rolodex or flip cards for hospital codes (or use cmd "CARD HOSPITAL")
TRC	Transport Complete	TRC_M1	End of medical transport, Unit at destination
UH	View Unit History	UH_A5	Shows unit history
XCIM	Cancel Critical Incident Mode	XCIM	Use when a fire or rescue is complete
XREF	Cross reference two incidents and <b>CLOSES FIRST INCIDENT</b>	XREF_123_345	This command is only used to cross reference an incident to an incident you want to CLOSE.  The first incident in the command will be closed when you use this command.  A good time to use this command is when you dispatch a second incident to the same location by accident.

# Seattle Fire Department

## Probationary Firefighter Development Guidebook



## **FOR THE PROBATIONARY FIREFIGHTER**

**You are responsible for ensuring that all of your Probationary requirements are completed and received by Training Division by the 12<sup>th</sup> month of your Probationary Year.** Upon successful completion of Recruit School you will be assigned to an Operations Division company and will begin the second phase of your training, which will consist of a nine month “self-study” program. Monthly tests on both District & required readings will be given to ensure that assigned material has been learned and retained.

In conjunction with the “self-study program, you will participate in a manipulative skills program that will expand on the hose and ladder training you received in Recruit School. This program will be conducted by your assigned Company Officer and monitored by your Battalion Chief, with results logged in the Drill Competency sign off sheets.

### **DISTRICT STUDY**

You will be required to learn a significant amount of material in regards to city wide routes of travel and facility locations. Each month will have elements of the City of Seattle that you will be required to learn. It is recommended, but not required, that you drive these routes in order to familiarize yourself with the physical nature of the roadways and facilities. Your final district exam will be based on your monthly district study in months four through nine.

### **DRIVER’S TRAINING**

You received Driver Training in both classroom and on the track during Drill School. The last week of Drill School, you had a road check from an instructor.

During your engine company assignment of your Probationary year, **you will do a driving drill on the assigned engine once each shift** under the guidance of the regular driver and/or the company officer. This will consist of driving the assigned apparatus through the District while demonstrating good judgment and good driving technique.

### **For the probationary firefighter**

Skills and techniques include, but are not limited to:

- Driving in traffic
- Driving on narrow streets
- Entering and leaving the freeway
- Adhering to speed limits
- Backing and navigating residential traffic circles

Your company officer may allow you to drive Code Red, provided that you have been drilled by the Officer in Response Rules and have, in prior driving drills, demonstrated good control of the apparatus.

In the 10<sup>th</sup> or 11<sup>th</sup> month, you will receive a one hour check ride with a member of the Driver Training Faculty. You will drive your Company's EVIP Road Course and will be expected to demonstrate all the above listed skills. You will be responsible for knowing the Response Rules, and will be instructed to drive Code Red to any aid response that comes in during your check ride. You will **NOT** be expected to drive Code Red to any rescue or fire response.

**All documents for the Probationary Firefighter Development Guidebook can be found on Share Point under Training/Probationary Firefighter Guidebook**

### **Engine Company Monthly Manipulative Drills**

Engine Monthly Drills are #1-#6 They need to be accomplished in sequential month order, but the probationary firefighter does not needed to accomplish all Monthly Engine Drills prior to starting the Monthly Ladder Drills

### **Truck Company Monthly Manipulative Drills**

Truck Monthly Drills are #1-#3 They need to be accomplished in sequential month order, but the probationary firefighter does not needed to accomplish all Monthly Truck Drills prior to starting the Monthly Engine Drills

Example:

Probationary firefighter Davis was assigned to E17D and completed Month 1, Month 2, & Month 3 engine drills. He was then detailed to Ladder 9 and completed Month 1, Month 2, & Month 3 of the truck drills. Upon rotating back to the engine the Month 4, Month 5, and Month 6 drills would need to be accomplished.

<http://www.ergometricsonline.com/markNoble/play.cfm>

Local firefighter from Olympia, WA <http://www.animatedknots.com/waterknotrescue/index.php>

Animated knot video <http://www.firefighterclosecalls.com/>

Good training link

Sign up for the "Secret List" here



# Seattle Fire Department



## Probationary Firefighter Development Guidebook

### Month 4 Assignments Overview

Month 4 Probation Check-off

### Self-Study Material

#### 1. Seattle Fire Department Policy & Operating Guidelines

- 1000 Authority
- ☐ 3003 EEO
- 3006 Injury/Illness
- 3008 Personnel Rules & Regulations
- 3016 Probationary Employees
- 4003 Communications
- 5010 Incident Accountability
- 5011 Incident Management System
- 5512 Incident Operations
- 5509 Watch Duties
- 6006 Personal Protective Equipment

#### 2. Emergency Care & Transportation of the Sick & Injured <sup>8<sup>th</sup> edition</sup>

- Chapter 8

#### 3. King County Protocols - all

#### 4. Training Guides

- ☐ 14-11
- ☐ 14-12

#### 5. SFD Memo

- ☐ 186-05 D
- ☐ 186-05 E

#### 6. Occupancy Based Firefighting

- ☐ Ventilation Supplement
- ☐ Pre-Study Question





# Seattle Fire Department



## Probationary Firefighter Development Guidebook

### Month 4 Assignments Overview

#### 7. District Study

- ❑ Name & outline the boundary of all of the directional designation areas within the city of Seattle
- ❑ Describe the address numbering system within the city of Seattle
- ❑ Describe the difference between avenues & streets
- ❑ Give the location by street intersection of all stations within your battalion

(List each station by nearest intersection)

- ❑ Give the route of travel from your station to all of the other stations within your battalion. (The easiest or shortest route on a map or the route in your car may not be the best route of travel for your fire apparatus. Ask if you're unsure.)
- ❑ Give the location & route of travel from your station to the following facilities
  - Headquarters
  - Fire Marshal's Office
  - Radio Shop
  - Fire Garage
  - Utility Shop/Commissary
  - Fire Alarm Center/Resource Management Center
  - Joint Training Facility
  - Local 27 Office

#### 8. Supplemental Materials

- ❑ 4-6 SFD Pride & History
- ❑ 4-7 FF Heart Attacks
- ❑ 4-8 Hydrogen Cyanide (Power Point)
- ❑ 4-9 What's In Your Area (Power Point)
- ❑ 4-10 Four Story Tilt-ups
- ❑ 4-11 Window Size-up

# Month 4 – Probation Check-off

Operations Study Program Standard

Instructor  
Initials/date

	<b>#1 Occupancy Based Firefighting (Share Point)</b>	
1.1	The firefighter shall <b>read</b> the Occupancy Based Firefighting - Ventilation Document & complete the Ventilation pre-study questions	
1.2	The firefighter shall <b>demonstrate</b> understanding of the “SFD Ventilation Practices” through a discussion with their officer	
	<b>#2 Equipment Operation/Safety</b>	
2.1	The firefighter shall <b>define</b> procedures to be used in electrical emergencies, including proper procedures for shutting off the utility services to a building	
2.2	The firefighter shall <b>define</b> safety procedures as they apply to emergency operations. The specific areas to be defined are: <ul style="list-style-type: none"> <li>• Protective equipment</li> <li>• Team concept</li> <li>• Portable tools &amp; equipment</li> <li>• Riding an apparatus</li> <li>• Haz-Mat incidents</li> </ul>	
	<b>#3 Disability/exposures(POG 3006)</b>	
3.1	The firefighter will <b>identify</b> a minimum of three common types of accidents and/or injuries, & their causes, which occur in the following locations: <ul style="list-style-type: none"> <li>• Fire ground</li> <li>• Non-fire emergencies</li> <li>• Responding &amp; returning to quarters</li> <li>• Training</li> <li>• Other on-duty locations</li> </ul>	
3.2	The firefighter will <b>obtain &amp; describe</b> the appropriate use of the on-duty & off-duty injury/illness forms for given situations	
3.3	The firefighter shall <b>describe</b> the proper procedures to follow after a “reportable exposure”	

# Month 4 – Probation Check-off

Operations Study Program Standard

Instructor  
Initials/date

#4 Communications(POG 4003 & POG 5012)		
4.1	The firefighter shall <b>demonstrate</b> receiving an alarm or a report of an emergency at the fire station, and initiate action	
4.2	The firefighter shall <b>identify</b> traffic control devices installed in the fire station to facilitate the response of apparatus	
4.3	The firefighter shall <b>identify</b> all alarm alerting devices that should activate on receipt of an alarm	
4.4	The firefighter shall <b>identify</b> the procedures required for receipt & processing of business & personal calls	
4.5	The firefighter will <b>identify</b> the use of each of the 16, zone 1 channels	
4.6	The firefighter will <b>demonstrate</b> the ability to use the portable radio in the following situations: <ul style="list-style-type: none"> <li>• Moving between dispatch &amp; response channels</li> <li>• Locating the SPD channels</li> <li>• Setting the scan feature</li> <li>• Locating the mutual aid channels</li> <li>• Showing two ways to get to the simplex channels</li> <li>• Locating the site-trunking channels</li> </ul>	
4.7	The firefighter will <b>explain</b> the use of site-trunked channels vs simplex channels	
4.8	The firefighter shall <b>define</b> policy & procedures concerning the ordering & transmitting of multiple alarms for fires & calls for special assistance from the emergency scene(Mayday, code blue, help the firefighter)	
4.9	The firefighter shall <b>demonstrate</b> understanding of the process of two-way communication & the importance of message acknowledgement	
4.10	The firefighter shall <b>demonstrate</b> the proper technique & procedures for operation of the station, portable & apparatus radios	
4.11	The firefighter shall <b>demonstrate</b> the operation of tracking, menu and status changes on the MDT system	

# Month 4 – Probation Check-off

Operations Study Program Standard

Instructor  
Initials/date

4.12	The firefighter shall <b>demonstrate</b> the operation of the CAD system to include: <ul style="list-style-type: none"> <li>• Signing onto CAD</li> <li>• Verifying radio log-on</li> <li>• Unit history search function</li> <li>• Paging units</li> </ul>	
<b>#5 Passport accountability(POG 5010)</b>		
5.1	The firefighter shall <b>list &amp; describe</b> all accountability system equipment(hardware) & show and understanding of its use	
5.2	The firefighter shall <b>describe</b> the elements of a personal accountability system & demonstrate the application of the system at an incident	
<b>#6 Watch Duty(POG 5509)</b>		
6.1	The firefighter will <b>explain</b> which watch desk journal entries are in black ink and which are in red ink	
6.2	The firefighter will <b>identify</b> the different response type abbreviations that are recorded in the watch desk journal	
6.3	The firefighter will <b>demonstrate</b> the proper procedure to taking a lay-off and confirming a lay-off	
<b>#7 Personal Protective Equipment(POG 6006, King Co. CBT Infectious Diseases, &amp; Exposure packet )</b>		
7.1	The firefighter shall <b>identify</b> the function & limitations of the following articles of PPE <ul style="list-style-type: none"> <li>• Protective coat, trousers, helmet, &amp; goggles</li> <li>• SCBA</li> <li>• PASS device</li> <li>• Boots, gloves, hood &amp; hearing protection</li> <li>• Nitrile gloves, EMS eye protection, HEPA mask, gowns</li> </ul>	
7.2	The firefighter shall <b>demonstrate</b> the proper donning & doffing of the protective equipment from of EMS PPE (gown, gloves, goggles, & mask)	
7.3	The firefighter shall <b>describe</b> the proper care & cleaning/decontamination of PPE from above	

# Month 4 – Probation Check-off

Operations Study Program Standard

Instructor  
Initials/date

7.4	<p>The firefighter shall <b>describe</b> the appropriate level of PPE for the following:</p> <ul style="list-style-type: none"> <li>• Any patient contact</li> <li>• Patient with a fever &amp; cough</li> <li>• Patient contact where obvious body fluid exposure is possible</li> <li>• Auto extrication with visible blood present</li> </ul>	
<p><b>#8 EMS</b>(Emergency Care of the Sick &amp; Injured &amp; K.C. Protocols &amp; Training Guides 14-11, 14-12, SFD Memo #186-05)</p>		
8.1	<p>The firefighter shall <b>demonstrate</b> CPR skills during station drills or actual cardiac arrests including</p> <ul style="list-style-type: none"> <li>• Continuous compressions</li> <li>• Airway management &amp; ventilation with bag valve mask</li> <li>• Use of AED</li> </ul>	
8.2	<p>The firefighter shall <b>demonstrate</b> knowledge of the current standing orders for cardiac arrest in adults &amp; pediatric patients by correctly performing the expected tasks during the monthly drills or during actual cardiac arrests</p>	
8.3	<p>The firefighter shall <b>demonstrate</b> daily &amp; monthly checks of the LP500</p>	
8.4	<p>The firefighter shall <b>demonstrate</b> the procedures to take <u>after</u> a cardiac arrest to include filling out the questionnaire, calling the LP500 message line &amp; following the download procedures</p>	
8.5	<p>The firefighter shall <b>demonstrate</b> the proper use of the aid car/medic unit stretcher including</p> <ul style="list-style-type: none"> <li>• Unloading the unit &amp; loading the unit</li> <li>• Raising &amp; lowering</li> <li>• Shortening the head end</li> <li>• Raising the foot end for trendelenberg position</li> <li>• Safely carrying a patient up &amp; down stairs on a stretcher</li> </ul>	
8.6	<p>The firefighter shall <b>identify</b> the appropriate combination of large or small administrations sets &amp; fluids (D5W, ringers lactate, bicarb bottle, &amp; hypertonic saline/study fluid)</p>	
8.7	<p>The firefighter shall <b>demonstrate</b> setting up an IV bag &amp; administration set</p>	
8.8	<p>The firefighter shall <b>demonstrate</b> setting up a ringers lactate in a pressure bag</p>	
8.9	<p>The firefighter shall <b>demonstrate</b> the proper placement of the LP12 “limb</p>	

# Month 4 – Probation Check-off

Operations Study Program Standard

Instructor  
Initials/date

	leads” to assist the medic unit with patient monitoring	
8.10	<p>The firefighter shall <b>demonstrate</b> a familiarity of a SFD medic unity by locating on demand:</p> <ul style="list-style-type: none"> <li>• BP Cuff &amp; stethoscope</li> <li>• Nasal cannula or non-rebreather mask</li> <li>• Tape from drawer</li> <li>• Warm ringers, large ad set &amp; pressure bag</li> <li>• Restraints</li> <li>• ABC kit</li> <li>• Resuscitation Pak (blue soft pack of resuscitation medications)</li> <li>• Doppler</li> <li>• Backboard &amp; cervical collar</li> <li>• MCI kit</li> <li>• Spare oxygen bottle</li> <li>• Bag valve mask</li> <li>• Suction unit &amp; <u>how to remove it</u></li> </ul>	
8.11	The firefighter shall <b>explain</b> the appropriate use of the pediatric & adult EPI pens	
8.12	The firefighter shall <b>identify</b> the criteria for the use of oral glucose, & properly administer it to a patient or firefighter	
8.13	The firefighter shall <b>demonstrate</b> proper use of the Kendrick traction device(Memo 38-06 & DVD)	
8.14	<p>The firefighter shall <b>identify</b> the criteria for a “sick” patient to include:</p> <ul style="list-style-type: none"> <li>• Physiological indicators</li> <li>• Nature of the injury</li> <li>• Mechanism of the injury</li> </ul>	
8.15	The firefighter shall <b>demonstrate</b> the proper use of FASPLINTS	
8.16	The firefighter shall <b>demonstrate</b> proper use of restraints on a backboard &/or stretcher	
8.17	The firefighter shall <b>demonstrate</b> standard SFD techniques for safely removing a patient from an automobile onto a long backboard without using a short board.	

# #1 Truck Manipulative Drills - Check-off

Operations Study Program Standard

Initials/date

	<b>#1 Equipment</b> (Basic Skills)	
1.1	The firefighter will complete an apparatus inventory and for the equipment: 1. Explain where, when and how the item is used 2. Demonstrate use in a proficient manner, including safety rules 3. Perform all prescribed maintenance prior to returning equipment to the rig	
	<b>#2 Power equipment</b> (Basic Skills)	
2.1	The firefighter will be able to inspect, start, & perform maintenance on all power equipment assigned to the company	
	<b>#3 Self Contained Breathing Apparatus</b> (Basic Skills, POG 6007, Essentials)	
3.1	The firefighter shall <b>identify</b> the hazardous environments requiring the use of respiratory protection	
3.2	The firefighter shall <b>demonstrate</b> replacement of a 45 minute cylinder with a 60 minute cylinder on an SCBA assembly	
3.3	The firefighter shall <b>demonstrate</b> donning PPE within one minute	
3.4	The firefighter shall <b>demonstrate</b> donning the SCBA while wearing full PPE, within one minute	
	<b>#4 Ladders</b> (Basic Skills & Essentials)	
4.1	The firefighter shall <b>demonstrate</b> a high shoulder carry & raise of a 14' roof ladder	
4.2	The firefighter shall <b>demonstrate</b> a low shoulder carry & raise of a 14' roof ladder	
4.3	The firefighter shall <b>demonstrate</b> the deployment of a roof ladder to a peaked roof off a ground extension ladder	
4.4	The firefighter shall <b>demonstrate</b> a one person high shoulder carry/beam raise of a 24'/26' ladder	
4.5	The firefighter shall <b>demonstrate</b> a one person low shoulder carry/beam raise of a 24'/26' ladder	

# #1 Truck Manipulative Drills - Check-off

Operations Study Program Standard

Initials/date

4.6	The firefighter shall <b>demonstrate</b> a one person flat raise of a 24'/26' ladder	
4.7	The firefighter shall <b>demonstrate</b> a one person pivot of a 24'/26' ladder	
4.8	The firefighter shall <b>demonstrate</b> a two person cradle carry/cradle raise of a 35' ladder	
4.9	The firefighter shall <b>demonstrate</b> a three person flat carry/raise of a 35' ladder with a roof package	
4.10	The firefighter shall <b>demonstrate</b> a two person beam carry/beam raise of a 35' ladder	
4.11	The firefighter shall <b>demonstrate</b> a four person flat raise of a 45' or greater ladder with tormentor poles	
4.12	The firefighter shall <b>demonstrate</b> the proper pivoting ladders up to 35'(in all positions) without hesitation or delays	
4.13	The firefighter shall climb the full length of a ground extension and <b>demonstrate</b> carrying fire fighting tools (rubbish hook & chainsaw)	
<b>#5 Ventilation: PPV/Vertical/Horizontal</b> (Essentials, Building Construction)		
5.1	<p>The firefighter will <b>describe</b> the potential benefits &amp; potential hazards of the following types of ventilation:</p> <ul style="list-style-type: none"> <li>• Vertical</li> <li>• Horizontal</li> <li>• Trench/strip</li> <li>• Negative pressure</li> <li>• Positive pressure</li> <li>• Hydraulic</li> </ul>	
5.2	The firefighter will <b>establish</b> horizontal ventilation (JTF burn bldg w/smoke prop available)	
5.3	The firefighter will <b>establish</b> PPV (JTF burn bldg w/smoke prop available)	
5.4	The firefighter will <b>establish</b> ventilation on a pitched roof (JTF has 3 props)	



# #1 Truck Manipulative Drills - Check-off

Operations Study Program Standard

Initials/date

	<b>#6 Chief's Drill</b>	
6.1	Drill of Chief's choosing	



# Seattle Fire Department



## Probationary Firefighter Development Guidebook Monthly Assignment Check-off Sheet

Monthly, during your probation, you should read the required materials, study your district and complete the required tests. Tests should be graded and documented on your Form 50. As you complete each item log it below. When all items are complete, **send the POG Test and District Test, the Check-offs along with this form to Training Division – Attention Recruit Captain. The Form 50 should be sent up the chain-of-command.**

Probationary Firefighter \_\_\_\_\_ I/I# \_\_\_\_\_ Month \_\_\_\_\_

Signature \_\_\_\_\_

	Send to:	Date Completed	Score
Monthly Check-off	Training - Recruit Cpt.		NA
Manipulative Check-off	Training – Recruit Cpt.		NA
POG Test	Training - Recruit Cpt.		
District Test	Training - Recruit Cpt.		
Forms 50 & 50A	Chain of Command		NA

Any questions about tests or reasons why any items above will not be received on time should be listed in the comments section.

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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# Seattle Fire Department

## Probationary Firefighter Development Guidebook

### Month 5 Assignments Overview

#### 1. Month 5 Probation Check-off

#### Self-Study Material

#### 2. Seattle Fire Department Policy & Operating Guidelines

- 5001 Aid & Medic Units
- 5002 Aircraft Operations
- 5004 Carbon Monoxide
- 5005 Civil Disturbances
- 5007 Disaster Management
- 5008 Hazardous Materials Operations
- 5009 High Rise Operations
- 6007 Respiratory Protection Program
- 7002 Equipment
- 7006 Repairs & maintenance

#### 3. District Study

- Give the location by street intersection of all stations in Battalion Two
- **List each station by nearest intersection**
- Give the route of travel to all stations in Battalion Two from your station
- Give the location & route of travel from your station to the **emergency room entrances** of all hospitals in the city:
  - Harborview Medical Center
  - University of Washington
  - Swedish Cherry Hill
  - Swedish First Hill
  - Swedish Ballard
  - Veterans Administration
  - Northwest Hospital
  - Children's Regional Medical Center
  - Virginia Mason



# Seattle Fire Department



## Probationary Firefighter Development Guidebook

### Month 5 Assignments Overview

#### 3. Supplemental Materials

- 5-3 JTF Drills
- 5-4 SFD Pride and History
- 5-5 Handcuff Knot
- 5-6 RIT Drill FF Down at the Window
- 5-7 RIT Drill FF Out of Air
- 5-8 RIT Drill No Exit
- 5-9 RIT 1<sup>st</sup> Due Assignments

# Month 5 - Probation Check-off

Operations Study Program Standard

Instructor

#1 Carbon Monoxide Alarms (POG 5004)		
1.1	The firefighter shall be able to <b>describe</b> the concerns to be address at a response for a carbon monoxide alarm activation	
1.2	The firefighter shall be able to <b>describe</b> the three phases of a CO response (Search & Rescue, Investigation, & Re-occupancy)	
1.3	The firefighter shall be able to <b>describe</b> the concerns and required actions with 10ppm CO, greater than 10 ppm CO but less than 35ppm of CO, & 35ppm or greater of CO	
#2 Hazardous Materials Operations (POG 5008)		
2.1	The firefighter shall <b>describe</b> the initial company operations at a HazMat incident, including the actions they would accomplish	
2.2	The firefighter shall <b>demonstrate</b> two ways of setting up emergency decontamination	
#3 High Rise Operations (POG 5009)		
3.1	The firefighter shall <b>describe</b> the initial actions of the 1 <sup>st</sup> due engine & truck at a high rise fire	
3.2	The firefighter shall <b>describe</b> their role if assigned to elevator operations	
3.3	The firefighter shall <b>describe</b> their role if assigned to ventilation	
3.4	The firefighter shall <b>describe</b> their role if assigned to evacuation	
3.5	The firefighter shall <b>explain</b> the difference between Phase I & Phase II firefighter elevator control	
3.6	The firefighter shall <b>demonstrate</b> the safety procedures to properly place the elevator into Phase II firefighter control & prior to moving the car for use	
3.7	The firefighter shall <b>describe</b> the minimum equipment required for the elevator operator	

# Month 5 - Probation Check-off

Operations Study Program Standard

Instructor

	#4 Repairs & maintenance (7006)	
4.1	The firefighter shall <b>demonstrate</b> the ability to properly fill out a F130 online	
4.2	The firefighter shall <b>demonstrate</b> signing off repaired equipment that has been returned to the station.	
4.3	The firefighter shall <b>demonstrate</b> properly placing completed F130's in the company files	
4.4	The firefighter shall <b>describe</b> the situations that would place an apparatus out of service	
4.5	The firefighter shall <b>describe</b> the steps to placing an apparatus out of service	

## #2 Truck Manipulative Drills - Check-off

<b>#1 Forcible Entry(Essentials)</b>		
1.1	The firefighter shall <b>describe</b> how to force entry through the following: (*The JTF has these props continuously ** has these props occasionally, call )	
	*Inward swinging wood door in a wood jam	
	*Outward swinging wood door in a wood jam	
	*Inward swinging steel door with a steel jam	
	*Outward swinging steel door with a steel jam	
	**Sectional overhead door	
	**Roll up door	
	**Scissor gates	
	Padlocks	
	Chain driven parking gate	
	Traction wheel driven parking gate	
<b>#2 Salvage(Basic Skills)</b>		
2.1	The firefighter shall <b>describe</b> the application for <b>&amp; demonstrate</b> the accordion fold & the donut roll for salvage	
2.2	The firefighter shall <b>demonstrate</b> laying & throwing tarps as a method of deploying salvage covers to cover property	
2.3	The firefighter shall <b>demonstrate</b> the construction & use of a ladder catch-all	
2.4	The firefighter shall <b>demonstrate</b> the construction & use of a tarp catch-all	
2.5	The firefighter shall <b>demonstrate</b> the construction & use of the stairway water chute	

## #2 Truck Manipulative Drills - Check-off

#3 Sprinklers(Essentials)		
3.1	The firefighter shall <b>identify</b> a fire department sprinkler connection & water motor alarm	
3.2	The firefighter shall <b>explain</b> how the automatic sprinkler head activates & releases water	
3.3	The firefighter shall <b>demonstrate</b> how to stop the flow from a sprinkler head using a wedge	
3.4	The fire fighter shall <b>identify</b> , on site, during an inspection the main control valve on an automatic sprinkler system, & <b>explain</b> how to “open” & “close” the valve	
3.5	The firefighter shall <b>identify</b> the control & operating valves of a sprinkler system including: <ul style="list-style-type: none"> <li>• Outside screw &amp; yoke(OS&amp;Y)</li> <li>• Post indicator</li> <li>• Wall post indicator</li> </ul>	
3.6	The firefighter shall <b>identify</b> , on site, during an inspection the main drain valve on an automatic sprinkler system	
3.7	The firefighter shall <b>identify &amp; describe</b> the following sprinkler systems: <ul style="list-style-type: none"> <li>• Wet</li> <li>• Dry</li> <li>• Deluge</li> <li>• Pre-action</li> <li>• Residential</li> </ul>	
3.8	The firefighter shall <b>identify</b> all pressure gauges on wet & dry systems	
3.9	The firefighter shall <b>explain</b> how to identify a dry system gone wet	



## #2 Truck Manipulative Drills - Check-off

#4 Aerial Ladders Operations (IFSTA Aerial Operations)		
4.1	The firefighter shall <b>describe</b> aerial positioning for the assigned ladder truck	
4.2	The firefighter shall <b>demonstrate</b> satisfactory knowledge & performance of the following ladder operations: <ul style="list-style-type: none"> <li>• Set the ladder jacks</li> <li>• Position apparatus for using the aerial for rescues</li> <li>• Position the apparatus for access</li> </ul>	
4.3	The firefighter shall <b>identify</b> the load chart & describe the load limits for the assigned ladder truck	
4.4	The firefighter shall <b>identify &amp; describe</b> the use of the high idle	
4.5	The firefighter shall <b>locate &amp; explain</b> the function of the rung alignment light	
4.6	The firefighter shall <b>demonstrate</b> satisfactory knowledge & performance of the following ladder operations: <ul style="list-style-type: none"> <li>• Operating the controls to raise the ladder from bed</li> <li>• Operating the controls to lower into a building</li> <li>• Operating the controls to retract the flys &amp; rotate simultaneously</li> <li>• Operating the controls to rotate &amp; extend the fly(s) simultaneously</li> <li>• Operating the controls to bed the ladder</li> </ul>	
4.7	The firefighter shall <b>demonstrate</b> satisfactory knowledge & performance of the Aerial Ladder Pipe Evolution (all positions)	
4.8	The firefighter shall <b>demonstrate</b> satisfactory knowledge & performance of the Aerial Stokes Rescue Evolution (all positions)	
#5 Elevator Rescue(Essentials & Company library)		
5.1	The firefighter shall <b>locate</b> the elevator rescue reference materials in the company library	
5.2	The firefighter shall <b>describe</b> the difference between hydraulic & traction elevators	
5.3	The firefighter shall <b>describe</b> the proper procedures for the response to passengers stuck in an elevator	
5.4	The firefighter shall <b>locate</b> the elevator hoistway keys on the apparatus	

## #2 Truck Manipulative Drills - Check-off

Operations Study Program Standard

Initials/date

5.5	The firefighter shall <b>access</b> an elevator key box	
5.6	The firefighter shall <b>demonstrate</b> opening a hoistway door in a rescue situation or simulated situation (JTF drill tower elevator available)	
	<b>#6 Chief's Drill</b>	
6.1	Drill of Chief's choice	



# Seattle Fire Department



## Probationary Firefighter Development Guidebook

### Monthly Assignment Check-off Sheet

Monthly, during your probation, you should read the required materials, study your district and complete the required tests. Tests should be graded and documented on your Form 50. As you complete each item log it below. When all items are complete, **send the POG Test and District Test, the Check-offs along with this form to Training Division – Attention Recruit Captain. The Form 50 should be sent up the chain-of-command.**

Probationary Firefighter \_\_\_\_\_ I/I# \_\_\_\_\_ Month \_\_\_\_\_

Signature \_\_\_\_\_

	Send to:	Date Completed	Score
Monthly Check-off	Training - Recruit Cpt.		NA
Manipulative Check-off	Training – Recruit Cpt.		NA
POG Test	Training - Recruit Cpt.		
District Test	Training - Recruit Cpt.		
Forms 50 & 50A	Chain of Command		NA

Any questions about tests or reasons why any items above will not be received on time should be listed in the comments section.

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# Seattle Fire Department Probationary Firefighter Development Guidebook



## Month 6 Assignments Overview

### 1. Month 6 Probation Check-off

#### Self-Study Material

### 2. Seattle Fire Department Policy & Operating Guidelines

- 4004 Response Guidelines
- 5013 Marine Operations
- 5014 MCI (Multiple Casualty Incidents)
- 5015 Mutual Aid
- 5016 Post Incident Procedures
- 5018 Technical Rescue
- 5019 Wildland/Urban Firefighting
- 5501 Adverse Weather
- 5506 Flag Customs
- 5507 House Dues
- 5508 Mail Run

### 3. District Study

- Give the location by street intersection of all fire stations in the Fourth Battalion. **List stations by nearest intersection**
- Give the route of travel to all stations in the Fourth Battalion from your station
- List in order, by street names, the on-ramps and off-ramps of Northbound I-5 between Boeing Access Road & NE 145 Street
- List in order, by street names, the on-ramps and off-ramps of Southbound I-5 between Boeing Access Road & NE 145 Street
- List in order the street names, the on-ramps & off-ramps of I-5 Express Lanes (south to north)



# Seattle Fire Department Probationary Firefighter Development Guidebook



## Month 6 Assignments Overview

### 4. Supplemental Materials

- 6-3 JTF Drills
- 6-4 SFD Pride and History
- 6-5 The Art of Reading Smoke (Power Point)
- 6-6 Enclosed Structure Dangers (Power Point)
- 6-7 Truck Co. 1<sup>st</sup> Due Assignments

# Month 6 – Probation Check-off

Operations Study Program Standard

Instructor

	<b>#1</b> Response Guidelines (POG 4004 & LAR Training Guide)	
1.1	The firefighter shall explain what it means to be “available for response” on an engine & on a truck	
1.2	The firefighter shall explain the required actions when a multiple alarm is dispatched & the actions required to “move-up”	
1.3	The firefighter shall demonstrate the required actions during a freeway response (in all positions)	
	<b>#2</b> Company Records (POG 5505)	
2.1	The firefighter shall locate the following without hesitation: <ul style="list-style-type: none"> <li>• Watch desk journal</li> <li>• Inspection file index (hard copy &amp; computer)</li> <li>• Re-inspection tickler</li> <li>• Hydrant inspection cards (hard copy &amp; computer)</li> <li>• Special inspection files</li> <li>• Time roll –F84</li> <li>• Requests – F87</li> </ul>	
2.2	The firefighter shall demonstrate completing inspection paperwork on the computer	
2.3	The firefighter shall locate a re-inspection in the tickler for their shift	
2.4	The firefighter shall demonstrate filling in the Time Roll	
	<b>#3</b> Flag Customs (POG 5506)	
3.1	The firefighter shall demonstrate folding the Flag following proper flag folding customs	
3.2	The firefighter shall describe the proper flag etiquette for placing flags at half-mast	
3.3	The firefighter shall describe when & why it is acceptable for flags to be flown at night	

# Month 6 – Probation Check-off

Operations Study Program Standard

Instructor

#4 Knots(Basic Skills)		
4.1	The firefighter shall <b>demonstrate</b> the procedures for inspecting, maintaining, & storing rope	
4.2	The firefighter shall <b>identify</b> the reasons to place rope out of service	
4.3	The firefighter shall <b>explain</b> the use and <b>demonstrate</b> tying the following knots, Bends and Hitches:	
	<ul style="list-style-type: none"> <li>• Square bend</li> </ul>	
	<ul style="list-style-type: none"> <li>• Round turn &amp; two half hitches</li> </ul>	
	<ul style="list-style-type: none"> <li>• Hose knot</li> </ul>	
	<ul style="list-style-type: none"> <li>• Rolling hitch pulling left</li> </ul>	
	<ul style="list-style-type: none"> <li>• Rolling hitch pulling right</li> </ul>	
	<ul style="list-style-type: none"> <li>• Fisherman’s bend</li> </ul>	
	<ul style="list-style-type: none"> <li>• Prussik hitch</li> </ul>	
	<ul style="list-style-type: none"> <li>• Water “knot” or ring bend</li> </ul>	
	<ul style="list-style-type: none"> <li>• Figure “8” follow-through</li> </ul>	
	<ul style="list-style-type: none"> <li>• In-Line Figure “8” Towards</li> </ul>	
	<ul style="list-style-type: none"> <li>• In-Line Figure “8” Away</li> </ul>	
	<ul style="list-style-type: none"> <li>• Figure “8” on a bight</li> </ul>	
	<ul style="list-style-type: none"> <li>• Bowline with a Yosemite finish</li> </ul>	
	<ul style="list-style-type: none"> <li>• Long-tail bowline</li> </ul>	
	<ul style="list-style-type: none"> <li>• Running bowline</li> </ul>	

# #3 Truck Manipulative Drills - Check-off

Operations Study Program Standard

Initials/date

#1 Confined Space (Training Guides & computer)		
1.1	The firefighter shall <b>locate</b> the reference materials in the company library & on the computer	
1.2	The firefighter shall <b>explain</b> the operating functions of the 5 gas detector	
1.3	The firefighter shall <b>demonstrate</b> conducting daily checks of the 5 gas detector	
1.4	The firefighter shall <b>demonstrate</b> the packaging of a patient in the Sked Stretcher for a vertical evacuation	
#2 TIC/RAK (Training Guides & computer)		
2.1	The firefighter shall <b>demonstrate</b> conducting an oriented search without a TIC	
2.2	The firefighter shall <b>demonstrate</b> conducting an oriented search with a TIC	
2.3	The firefighter shall <b>locate</b> a downed firefighter with an activated PASS device	
	The firefighter shall <b>demonstrate</b> the procedure to follow to transmit a mayday report	
2.4	The firefighter shall <b>demonstrate</b> the transfilling of a downed firefighter from a RAK	
2.5	The firefighter shall <b>demonstrate</b> placing the RAK facepiece on a downed firefighter	
#3 Rope Rescue (Training Guides & computer)		
3.1	The firefighter shall <b>locate</b> the reference materials in the company library & on the computer	
3.2	The firefighter shall <b>demonstrate</b> the set up a raising & a lowering system	
#4 Vehicle Extrication (Training Guides & computer)		
4.1	The firefighter shall <b>locate</b> the reference materials in the company library & on the computer	



# #3 Truck Manipulative Drills - Check-off

Operations Study Program Standard

Initials/date

4.2	The firefighter shall <b>demonstrate</b> stabilizing a vehicle	
4.3	The firefighter shall <b>demonstrate</b> securing the power on a vehicle	
4.4	The firefighter shall <b>demonstrate</b> removing the roof on a vehicle	
4.5	The firefighter shall <b>demonstrate</b> removing all doors from the vehicle	
4.6	The firefighter shall <b>demonstrate</b> displacing the dash in a vehicle	
<b>#5 Heavy Rescue</b> (Training Guides & computer)		
5.1	The firefighter shall <b>locate</b> the reference materials in the company library & on the computer	
5.2	The firefighter shall <b>explain</b> all operating functions of the airbag lift system	
5.3	The firefighter shall <b>explain</b> the load limits of a crib box	
5.4	The firefighter shall <b>build</b> a crib box	
<b>#6 Chief's Drill</b>		
6.1	Drill of Chief's Choice	



# Seattle Fire Department



## Probationary Firefighter Development Guidebook

### Monthly Assignment Check-off Sheet

Monthly, during your probation, you should read the required materials, study your district and complete the required tests. Tests should be graded and documented on your Form 50. As you complete each item log it below. When all items are complete, **send the POG Test and District Test, the Check-offs along with this form to Training Division – Attention Recruit Captain. The Form 50 should be sent up the chain-of-command.**

Probationary Firefighter \_\_\_\_\_ I/I# \_\_\_\_\_ Month \_\_\_\_\_

Signature \_\_\_\_\_

	Send to:	Date Completed	Score
Monthly Check-off	Training - Recruit Cpt.		NA
Manipulative Check-off	Training – Recruit Cpt.		NA
POG Test	Training - Recruit Cpt.		
District Test	Training - Recruit Cpt.		
Forms 50 & 50A	Chain of Command		NA

Any questions about tests or reasons why any items above will not be received on time should be listed in the comments section.

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# Seattle Fire Department Probationary Firefighter Development Guidebook



## Month 7 Assignments Overview

### 1. Month 7 Probation Check-off

#### Self-Study Material

### 2. Seattle Fire Department Policy & Operating Guidelines

- 3004 Ethics
- 3005 Employee Suggestions
- 3007 Awards
- 3010 Serious Injury or Death
- 6001 Accident Prevention
- 6002 Chemical Hazard Communication
- 6003 Dangerous Buildings
- 6004 Safety

6005 Infection Control Plan

### 3. District Study

- Give the location by street intersection of all fire stations in the Fifth Battalion. **List stations by nearest intersection**
- Give the route of travel to all stations in the Fifth Battalion from your station
- List in order, by street names, the on-ramps and off-ramps of Northbound State Route 99 between East Marginal Way South and Bridge Way North
- List in order, by street names, the on-ramps and off-ramps of Southbound State Route 99 between Bridge Way North and East Marginal Way South

### 4. King County Patient Care Protocols – Entire document



# Seattle Fire Department Probationary Firefighter Development Guidebook



## Month 7 Assignments Overview

### 5. Seattle Fire Department Policy & Operating Guidelines

- 7-3 JTF Drills
- 7-4 SFD Pride and History
- 7-5 Chimney Fires
- 7-6 Backdraft
- 7-7 Backdraft (video)

# Month 7 – Probation Check-off

Operations Study Program Standard

Instructor  
Initials/date

<b>#1 Firefighter II Skills</b>		
1.1	The firefighter shall <b>demonstrate</b> completing a NFIRS report	
1.2	The firefighter shall <b>demonstrate</b> changing unit status via MDC (Mobile Data Computer)	
1.3	The firefighter shall <b>demonstrate</b> changing status via radio	
1.4	The firefighter shall <b>demonstrate</b> conducting a station tour	
<b>#2 Accident Prevention (POG 6001)</b>		
2.1	The firefighter shall <b>locate</b> the accident report kit & <b>explain</b> when it is used	
<b>#3 Safety (POG 6004)</b>		
3.1	The firefighter shall <b>explain</b> who is responsible for safety at an incident	
3.2	The firefighter shall <b>explain</b> what the ISO (incident safety officer) focus is on during an incident	
<b>#4 Infection Control Plan (POG 6005)</b>		
4.1	The firefighter shall <b>demonstrate</b> that they have the required items in their fanny pack	
4.2	The firefighter shall <b>explain</b> the proper procedure for decontamination of: <ul style="list-style-type: none"> <li>• PPE (fire)</li> <li>• Aid kits</li> <li>• Station uniform/boots (EMS)</li> <li>• Rig</li> </ul>	
4.3	The firefighter shall <b>explain</b> the difference between a reportable exposure & a hospital reportable exposure	
4.4	The firefighter shall <b>explain</b> the purpose of the Situation Found program	



# Seattle Fire Department



## Probationary Firefighter Development Guidebook

### Monthly Assignment Check-off Sheet

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Probationary Firefighter \_\_\_\_\_ I/I# \_\_\_\_\_ Month \_\_\_\_\_

Signature \_\_\_\_\_

	Send to:	Date Completed	Score
Monthly Check-off	Training - Recruit Cpt.		NA
Manipulative Check-off	Training – Recruit Cpt.		NA
POG Test	Training - Recruit Cpt.		
District Test	Training - Recruit Cpt.		
Forms 50 & 50A	Chain of Command		NA

Any questions about tests or reasons why any items above will not be received on time should be listed in the comments section.

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# Seattle Fire Department

## Probationary Firefighter Development Guidebook



### Month 8 Assignments Overview

#### 1. Month 8 Probation Check-off

#### Self-Study Material

#### 2. Seattle Fire Department Policy & Operating Guidelines

- 1001 Correspondence
- 1005 Media Relations
- 2001 Inspections *only through page 87*
- 2002 Smoke Alarms
- 3011 Discipline
- 3012 Drugs & Alcohol
- 7008 Uniforms

#### 3. District Study

- Give the location by street intersection of all fire stations in the Sixth Battalion. **List stations by nearest intersection**
- Give the route of travel to all stations in the Fourth Battalion from your station

#### 4. Supplemental Materials

- 8-3 JTF Drills
- 8-4 SFD Pride and History
- 8-5 Attic Fires

# Month 8 – Probation Check-off

Operations Study Program Standard

Instructor

	<b>#1 Firefighter II Skills</b>	
1.1	The firefighter shall demonstrate conducting a building inspection	
1.2	The firefighter shall demonstrate completing a NOV	
1.3	The firefighter shall demonstrate completing a F-6	
	<b>#2 Correspondence (POG 1001)</b>	
2.1	The firefighter shall <b>explain</b> the difference between Type I memos, Type II memos, & dispatches	
2.2	The firefighter shall <b>demonstrate</b> creating a Type II memorandum	
2.3	The firefighter shall <b>demonstrate</b> creating a Department letter to the Chief	
	<b>#3 Inspections (POG 2001)</b>	
3.1	The firefighter shall <b>explain</b> the purpose of the regular inspection program	
3.2	The firefighter shall <b>explain</b> the different general occupancy classifications: (A,B,E, I, R, U etc..)	
3.3	The firefighter shall <b>explain</b> the process in conducting a regular inspection (i.e.: starting pt, finishing pt. ,route of travel)	
3.4	The firefighter shall <b>explain</b> inspection criteria during a regular inspection (those things that areas of concern)	
3.5	The firefighter shall <b>demonstrate</b> the process for taking a complaint: <ul style="list-style-type: none"> <li>• Filling out the form</li> <li>• Documentation</li> <li>• Forwarding</li> <li>• Filing</li> </ul>	



# Month 8 – Probation Check-off

Operations Study Program Standard

Instructor

#4 Discipline (POG 3011)		
4.1	The firefighter shall <b>explain</b> the purpose of discipline	
4.2	The firefighter shall <b>explain</b> the progression of discipline	
4.3	The firefighter shall <b>explain</b> the checks & balances in place to protect firefighters in regards to discipline	

# #2 Engine Manipulative Drills - Check-off

Operations Study Program Standard

Initials/date

<b>#1 Driver Drills</b> (Basic Skills)		
1.1	The firefighter shall <b>demonstrate</b> LDH to the front	
1.2	The firefighter shall <b>demonstrate</b> LDH to the rear	
1.3	The firefighter shall <b>demonstrate</b> laying forward dry	
<b>#2 Tailboard Drills</b> (Basic Skills)		
2.1	The firefighter shall <b>demonstrate</b> taking a hydrant as a tailboard member on a forward lay dry	
2.2	The firefighter shall <b>demonstrate</b> advancing an 1 ¾" hose for a fire attack at grade level	
2.3	The firefighter shall <b>demonstrate</b> advancing an 1 ¾" hose for a fire attack to below grade	
2.4	The firefighter shall <b>demonstrate</b> advancing an 1 ¾" hose for a fire attack to above grade	
<b>#3 Engine Company Drills</b> (Basic Skills, Memo 96-09, & Tng Guide 9-2)		
3.1	The firefighter shall <b>demonstrate</b> (in all positions) a monitor manifold <ul style="list-style-type: none"> <li>• #2 Unload the wye section, lay reverse, supply, &amp; 2<sup>nd</sup> supply</li> <li>• #3/#4 Monitor, 2 ½", &amp; set-up monitor</li> </ul>	
3.2	The firefighter shall <b>demonstrate</b> drafting or complete the annual pump test	
<b>#4 Apparatus Driving</b>		
4.1	Shift 1	
4.2	Shift 2	
4.3	Shift 3	
4.4	Shift 4	
4.5	Shift 5	

# #2 Engine Manipulative Drills - Check-off

Operations Study Program Standard

Initials/date

4.6	Shift 6	
4.7	Shift 7	
4.8	Shift 8	
	<b>#9 Chief's Drill</b>	
9.1	Drill of Chief's choosing	



# Seattle Fire Department



## Probationary Firefighter Development Guidebook

### Monthly Assignment Check-off Sheet

Monthly, during your probation, you should read the required materials, study your district and complete the required tests. Tests should be graded and documented on your Form 50. As you complete each item log it below. When all items are complete, **send the POG Test and District Test, the Check-offs along with this form to Training Division – Attention Recruit Captain. The Form 50 should be sent up the chain-of-command.**

Probationary Firefighter \_\_\_\_\_ I/I# \_\_\_\_\_ Month \_\_\_\_\_

Signature \_\_\_\_\_

	Send to:	Date Completed	Score
Monthly Check-off	Training - Recruit Cpt.		NA
Manipulative Check-off	Training – Recruit Cpt.		NA
POG Test	Training - Recruit Cpt.		
District Test	Training - Recruit Cpt.		
Forms 50 & 50A	Chain of Command		NA

Any questions about tests or reasons why any items above will not be received on time should be listed in the comments section.

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# Seattle Fire Department



## Probationary Firefighter Development Guidebook

### Month 9 Assignments Overview

#### 1. Month 9 Probation Check-off

#### Self-Study Material

#### 2. Seattle Fire Code

- Chapter 2 – Occupancy classification definitions only
- Section 504 - 509
- Section 902 – Standpipe system classes and types only
- Section 905

#### 3. Training Guide #1-1 Firefighting Foam Operations, Apparatus, & Equipment

#### 4. District Study

- Give the location by street intersection of all fire stations in the Seventh Battalion. **List stations by nearest intersection**
- Give the route of travel to all stations in the Seventh Battalion from your station

#### 5. Supplemental Materials

- 9-3 JTF Drills
- 9-4 SFD Pride and History
- 9-5 Standpipe Operations
- 9-6 Standpipe Operations Multi-Family

## Month 9 – Probation Check-off

	<b>#1 Firefighter II Skills</b>	
1.1	The firefighter shall <b>demonstrate</b> completing a F-20B	
1.2	The firefighter shall <b>demonstrate</b> requesting AMR by both radio & phone	
	<b>#2 Seattle Fire Code</b>	
2.1	The firefighter shall <b>explain</b> when building are required to have stair access to the roof	
2.2	The firefighter shall <b>explain</b> where elevator key boxes should be located & what should be found in each box	
2.3	The firefighter shall <b>explain</b> the building hazards that could be encountered in a building & how they should be marked	
2.4	The firefighter shall <b>explain</b> hydrant inspection frequency, protection, & markings	
2.5	The firefighter shall <b>explain</b> the classes of standpipes	
2.6	The firefighter shall <b>explain</b> the possible problems associated with each type of standpipe	
2.7	The firefighter shall <b>explain</b> which building require standpipes	
2.8	The firefighter shall <b>explain</b> when a building is allowed to have a dry standpipe	
2.9	The firefighter shall <b>explain</b> when standpipes are required to be interconnected and the benefit & problems associated with this	
2.10	The firefighter shall <b>explain</b> what buildings are not required to have standpipes even when they are greater than 3 stories from the lowest fire department access point	

# #3 Engine Manipulative Drills - Check-off

Operations Study Program Standard

Initials/date

	<b>#1 Driver Drills (Basic Skills)</b>	
1.1	The firefighter shall <b>demonstrate</b> setting the appropriate discharge pressures while simultaneously flowing water to a 2 1/2" smoothbore nozzle and 2 1/2" TFT nozzle	
1.2	The firefighter shall <b>demonstrate</b> setting the appropriate discharge pressures for flowing foam from a FoamPro rig, Elkhart In-Line Eductor, and a Pro Pak	
1.3	The firefighter shall <b>explain</b> when it is appropriate to use foam	
1.4	The firefighter shall <b>explain</b> at what proportions foam is typically set for the FoamPro, Elkhart In-Line Eductor, & the Pro Pak	
	<b>#2 Tailboard Drills (Basic Skills)</b>	
2.1	The firefighter shall <b>demonstrate</b> advancing a charged 2 1/2" hoseline for a fire attack at grade level	
2.2	The firefighter shall <b>demonstrate</b> advancing a charged 2 1/2" hoseline for a fire attack above grade level	
2.3	The firefighter shall <b>demonstrate</b> advancing a charged 2 1/2" hoseline for a fire attack below grade level	
2.4	The firefighter shall <b>demonstrate</b> advance a charged 1 3/4" hoseline from a standpipe for a fire attack	
	<b>#3 Engine Company Skills (Basic Skills)</b>	
3.1	The firefighter shall <b>demonstrate</b> (in all positions) advancing a 2 1/2" hoseline up a ground extension ladder & making a fire attack	
3.2	The firefighter shall <b>demonstrate</b> (in all positions) taking a standpipe and deploying a 1 3/4" hoseline for fire attack	
	<b>#4 Apparatus Driving</b>	
4.1	Shift 1	
4.2	Shift 2	

4.3	Shift 3	
4.4	Shift 4	
4.5	Shift 5	
4.6	Shift 6	
4.7	Shift 7	
4.8	Shift 8	
	<b>#7 Chief's Drill</b>	
7.1	Drill of Chief's choosing	

## Probationary Firefighter Development Guidebook

### Monthly Assignment Check-off Sheet

Monthly, during your probation, you should read the required materials, study your district and complete the required tests. Tests should be graded and documented on your Form 50. As you complete each item log it below. When all items are complete, **send the POG Test and District Test, the Check-offs along with this form to Training Division – Attention Recruit Captain. The Form 50 should be sent up the chain-of-command.**

Probationary Firefighter \_\_\_\_\_ I/I# \_\_\_\_\_ Month \_\_\_\_\_

Signature \_\_\_\_\_

	Send to:	Date Completed	Score
<b>Monthly Check-off</b>	Training - Recruit Cpt.		NA
<b>Manipulative Check-off</b>	Training – Recruit Cpt.		NA
<b>POG Test</b>	Training - Recruit Cpt.		
<b>District Test</b>	Training - Recruit Cpt.		
<b>Forms 50 &amp; 50A</b>	Chain of Command		NA

Any questions about tests or reasons why any items above will not be received on time should be listed in the comments section.

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# Seattle Fire Department



## Probationary Firefighter Development Guidebook

### Month 10 Assignments Overview

#### 1. Month 10 Probation Check-off

#### Self-Study Material

#### 2. ICS 100 & 200 Certification

- Go online to the address below & complete the study & test for FEMA ICS 100 & ICS 200 Certification. You may use your home address to receive your certificates.
- Immediately forward a copy of the e-mail notification you receive for completing the two courses to the Assistant Training & Education Coordinator at Training Division.
- Copies of the ICS 100 & ICS 200 Certificates must be forwarded to the Training Division In-Service Coordinator.

- Web Addresses to be used

ICS 100 – <http://training.fema.gov/emiweb/is/is100.asp> ICS 200 – <http://training.fema.gov/emiweb/is/is200.asp>

#### 3. District Study

- District Final Exam

#### 4. Supplemental Materials

- 10-3 JFT Drills
- 10-4 SFD Pride and History
- 10-5 Garage Fires
- 10-6 Coos Bay NIOSH Report
- 10-7 Coos Bay Fatality (Power Point)
- 10-8 Dehydration
- 10-9 Dehydration (Power Point)

# Month 10 – Probation Check-off

Operations Study Program Standard

Instructor  
Initials/date

#1 ICS Certification		
1.1	The firefighter shall complete the ICS 100 certification	
1.1	The firefighter shall complete the ICS 200 certification	
#2 EMS Drill		
2.1	The firefighter shall <b>conduct</b> a company drill on pediatric triangle & child patient assessment	

# #4 Engine Manipulative Drills - Check-off

Operations Study Program Standard

Initials/date

#1 Driver Drills		
1.1	The firefighter shall <b>demonstrate</b> the ability to transition from LDH to 2 ½" as required when performing greater than 600 ft. lay (Parallel 2 ½" with proper orientation of Siamese)	
1.2	The firefighter shall <b>demonstrate</b> the ability to charge the standpipe when the FDC is not accessible (charging the standpipe from an outlet)	
1.3	The firefighter shall <b>demonstrate</b> the proper set-up for a low pressure hydrant	
1.4	The firefighter shall <b>demonstrate</b> LDH to the rear (see drill sheet 10-10)	
1.5	The firefighter shall <b>demonstrate</b> LDH to the front (see drill sheet 10-11)	
1.6	The firefighter shall <b>demonstrate</b> reverse pump hook-up(see drill sheet 10-12)	
1.7	The firefighter shall <b>demonstrate</b> 24'/26' ladder throw from the engine brackets (see drill sheets 10-13 & 10-14)	
#2 Engine Company Drills		
2.1	The firefighter shall <b>describe</b> the benefits to tandem pumping & the situations where it would be appropriate to use	
2.2	The firefighter shall <b>demonstrate</b> the ability to tandem pump	
2.3	The firefighter shall <b>demonstrate</b> transfilling a downed firefighter in a no-visibility situation	
#3 Apparatus Driving		
4.1	The firefighter shall <b>explain</b> the response rules for driving code red	
4.2	The firefighter shall <b>demonstrate</b> good control of the apparatus while driving	
4.3	The firefighter shall <b>demonstrate</b> driving the Company's EVIP Road Course after completing 4.1 & 4.2	
4.4	Shift 1	
4.5	Shift 2	

# #4 Engine Manipulative Drills - Check-off

Operations Study Program Standard

Initials/date

4.6	Shift 3	
4.7	Shift 4	
4.8	Shift 5	
4.9	Shift 6	
4.10	Shift 7	
4.11	Shift 8	
	<b>#5 Chief's Drill</b>	
5.1	Drill of Chief's choosing	



# Seattle Fire Department



## Probationary Firefighter Development Guidebook

### Monthly Assignment Check-off Sheet

Monthly, during your probation, you should read the required materials, study your district and complete the required tests. Tests should be graded and documented on your Form 50. As you complete each item log it below. When all items are complete, **send the POG Test and District Test, the Check-offs along with this form to Training Division – Attention Recruit Captain. The Form 50 should be sent up the chain-of-command.**

Probationary Firefighter \_\_\_\_\_ I/I# \_\_\_\_\_ Month \_\_\_\_\_

Signature \_\_\_\_\_

	Send to:	Date Completed	Score
Monthly Check-off	Training - Recruit Cpt.		NA
Manipulative Check-off	Training – Recruit Cpt.		NA
POG Test	Training - Recruit Cpt.		
District Test	Training - Recruit Cpt.		
Forms 50 & 50A	Chain of Command		NA

Any questions about tests or reasons why any items above will not be received on time should be listed in the comments section.

Comments: \_\_\_\_\_  
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# Seattle Fire Department



## Probationary Firefighter Development Guidebook

### Month 11 Assignments Overview

#### 1. Month 11 Probation Check-off

#### Self-Study Material

#### 2. Driving Check Ride

- Final driving evaluation will be scheduled through the Training Division

#### 3. Occupancy Based Firefighting

- Chapter 1

#### 4. Supplemental Materials

- 11-4 SFD Pride and History
- 11-5 First Due Assignments – Engine Company
- 11-6 Contra Costa NIOSH Report
- 11-7 Contra Costa Investigative Report
- 11-8 Contra Costa Case Study Questions

# Month 11 – Probation Check-off

Operations Study Program Standard

Instructor  
Initials/date

	<b>#1 Deaths in the line of duty...</b>	
1.1	The firefighter shall <b>read</b> the( NIOSH) Case study – Contra Costa County, CA located on Share Point	
1.2	The firefighter shall <b>discuss</b> the Contra Costa County, CA case study with their officer using the discussion points on the worksheet located on Share Point	
	<b>#2 Occupancy Based Firefighting</b>	
2.1	The firefighter shall <b>read</b> the Occupancy Based Firefighting document Chpt. 1	
2.2	The firefighter shall <b>explain</b> to the officer SFD's best practices for single family dwelling	

# #5 Engine Manipulative Drills - Check-off

Operations Study Program Standard

Instructor  
Initials/date

<b>#1 Tailboard Drills</b>		
1.1	The firefighter shall <b>demonstrate</b> tying the following knots: <ul style="list-style-type: none"> <li>• Square knot</li> <li>• Clove hitch</li> <li>• Double fisherman’s knot</li> <li>• Figure 8 on a bite</li> <li>• Bowline with a Yosemite finish</li> </ul>	
1.2	The firefighter shall <b>demonstrate</b> replacing a burst section with two 2 ½” lines on supply side of the pump	
1.3	The firefighter shall <b>demonstrate</b> replacing a burst section with two 2 ½” lines on discharge side of the pump	
<b>#2 Apparatus Driving</b>		
2.1	Shift 1	
2.2	Shift 2	
2.3	Shift 3	
2.4	Shift 4	
2.5	Shift 5	
2.6	Shift 6	
2.7	Shift 7	
<b>#3 Chief’s Drill</b>		
3.1	Drill of Chief’s choosing	





# Seattle Fire Department



## Probationary Firefighter Development Guidebook

### Monthly Assignment Check-off Sheet

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Probationary Firefighter \_\_\_\_\_ I/I# \_\_\_\_\_ Month \_\_\_\_\_

Signature \_\_\_\_\_

	Send to:	Date Completed	Score
Monthly Check-off	Training - Recruit Cpt.		NA
Manipulative Check-off	Training – Recruit Cpt.		NA
POG Test	Training - Recruit Cpt.		
District Test	Training - Recruit Cpt.		
Forms 50 & 50A	Chain of Command		NA

Any questions about tests or reasons why any items above will not be received on time should be listed in the comments section.

Comments: \_\_\_\_\_  
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# Seattle Fire Department Probationary Firefighter Development Guidebook



## Month 12 Assignments Overview

### 1. Month 12 Probation Check-off

### Self-Study Material

#### 2. ICS 800 Certification

- Go online to the address below & complete the study & test for FEMA ICS Certification. You may use your home address to receive your certificates.
- Immediately forward a copy of the e-mail notification you receive for completing the course to the Assistant Training & Education Coordinator at Training Division.
- A copy of the ICS 800 Certificates must be forwarded to the Training Division In-Service Coordinator.
- Web Addresses to be used

ICS 800 – <http://training.fema.gov/emiweb/is/is800.asp>

#### 3. Occupancy Based Firefighting

- Chapter 2
- Chapter 3

#### 4. How We Decide (article)

#### 5. 65<sup>th</sup> Street Incident of June 5, 2008 (report)

#### 6. Final Written Exam

- Answer questions from all assigned reading materials: achieve a grade of 80% or more on a final written exam. **Exam will be given at the Training Division**



# Seattle Fire Department Probationary Firefighter Development Guidebook



## Month 12 Assignments Overview

7.

- 12-5 How We Decide
- 12-6 65<sup>th</sup> Street Final Report
- 12-7 65<sup>th</sup> Street Questions
- 12-8 SFD Pride and History
- 12-9 Sacramento Roof Collapse (video)
- 12-10 Firefighter Safety (Power Point)

# Month 12 – Probation Check-off

Operations Study Program Standard

Instructor  
Initials/date

<b>#1 Occupancy Based Firefighting</b>		
1.1	The firefighter shall <b>read</b> Occupancy Based Firefighting Chpt. 2 & 3	
1.2	The firefighter shall <b>explain</b> to the officer SFD's best practices for high density town homes and for low/mid rise multi-family dwellings	
1.3	The firefighter shall <b>read</b> <u>How We Decide</u>	
1.4	The firefighter shall <b>read</b> The 65 <sup>th</sup> Street Incident of June 5, 2008 and <b>discuss</b> the follow-up with their officer	

## #6 Engine Manipulative Drills - Check-off

Operations Study Program Standard		Instructor Initials/date
<b>#1 Driver Drills</b>		
1.1	The firefighter shall <b>demonstrate</b> completing a blind alley lay as the 1 <sup>st</sup> engine	
1.2	The firefighter shall <b>demonstrate</b> completing a blind alley lay as the 2 <sup>nd</sup> engine	
1.3	The firefighter shall <b>demonstrate</b> pumping to a ladder pipe	
<b>#2 Tailboard Drills</b>		
2.1	The firefighter shall <b>demonstrate</b> the proper use of restraints on a patient	
2.2	The firefighter shall <b>demonstrate</b> a firefighter down emergency transfill in zero visibility	
<b>#3 Apparatus Driving</b>		
3.1	Shift 1	
3.2	Shift 2	
3.3	Shift 3	
3.4	Shift 4	
3.5	Shift 5	
3.6	Shift 6	
3.7	Shift 7	
3.8	Shift 8	
<b>#4 Chief's Drill</b>		
4.1	Drill of Chief's choosing	



# Seattle Fire Department



## Probationary Firefighter Development Guidebook

### Monthly Assignment Check-off Sheet

Monthly, during your probation, you should read the required materials, study your district and complete the required tests. Tests should be graded and documented on your Form 50. As you complete each item log it below. When all items are complete, **send the POG Test and District Test, the Check-offs along with this form to Training Division – Attention Recruit Captain. The Form 50 should be sent up the chain-of-command.**

Probationary Firefighter \_\_\_\_\_ I/I# \_\_\_\_\_ Month \_\_\_\_\_

Signature \_\_\_\_\_

	Send to:	Date Completed	Score
Monthly Check-off	Training - Recruit Cpt.		NA
Manipulative Check-off	Training – Recruit Cpt.		NA
POG Test	Training - Recruit Cpt.		
District Test	Training - Recruit Cpt.		
Forms 50 & 50A	Chain of Command		NA

Any questions about tests or reasons why any items above will not be received on time should be listed in the comments section.

Comments: \_\_\_\_\_  
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<b>SUBJECT:</b>	<b>COMMUNICATIONS EQUIPMENT</b>
<b>REVISED: SEE ALSO:</b>	12/3/18
<b>PAGE(S):</b>	(Policy Section). OG-4004 Radio Language Protocols. OG-4005 Radio Procedures. OG 4006 Radio Channels, Zones, and Usage.
	10

## GENERAL INFORMATION

This section provides information and guidelines for communications equipment in the SFD. Portable radios, pagers, base stations, Computer Aided Dispatching (CAD), telephones (wired/cellular/satellite), and Mobile Data Computers (MDC) are discussed in this section as communications equipment.

## PORTABLE RADIOS

Portable radios are emergency equipment and should be considered as vital as other personal protective equipment.

A portable radio is assigned to all operations personnel at the beginning of each work shift. This radio assignment remains in effect for as long as the member is assigned to that unit during the shift. Each member is responsible for the radio assigned to him or her during the work shift.

Members assigned to a position on a unit that responds to emergencies must sign onto the CAD system. When signing on to CAD, members must visually check the radio number of the portable radio assigned to them to ensure that the correct radio number is logged into the CAD system. After signing on, members must check CAD View to see if CAD received the correct information. If CAD does not accept the sign on information, contact the Help Desk immediately at 386-9770.

Not all SFD portable radios are intrinsically safe. Radios that are intrinsically safe are marked with a green dot on the bottom of the radio and/or a label under the battery with green writing. Intrinsically safe radios are "Factory Mutual" approved for specific hazardous atmospheres where ignitable concentrations of flammable gases or vapors exist. Radios that are not intrinsically safe could cause or become a source of ignition. If a person is operating in an area that has ignitable concentrations of flammable gases or vapors, do not operate a radio that is not marked intrinsically safe.

## RADIO PROCEDURES

Portable radios will be carried by all Operations Division personnel when at the scene of emergency responses.

Radios must be monitored at all times while the unit is on-the-air and it is advised that all members carry their assigned radio during such times.

Carrying radios in back pockets may cause damage to the LCD screen when the member sits down.

A portable radio battery's life is limited. Radios should be turned off when the user is in their assigned station or the radio is stored on the apparatus. To ensure proper operation, portable radio batteries should be changed twice a day or after extensive use.

The radios for Operations units, when in-service, will be switched to the primary dispatch channel, Zone 1 Channel 4. Portable radio tones will always be active and should not be muted.

**FEEDBACK** Feedback can be an inherent problem with multiple radios in close proximity. Feedback is caused by the 'looping' of a transmission between radios where it becomes amplified. Members should be aware that they can reduce feedback by:

- Reducing the volume.
- Covering the speaker/microphone.
- Creating some distance between the radios.

**RADIO TESTS** The Fire Alarm Center (FAC) periodically conducts a number of different radio tests that all members should be aware of and understand. They are as follows:

- The May Day Tone is tested/transmitted every Sunday.
- The Abandon Building Tone is tested/transmitted every Sunday.
- Interoperable communications links/patches between SFD and other jurisdictions (e.g., USCG) are established and tested every Sunday following the Abandon Building Tone.
- The emergency marker tone is tested/transmitted after the Abandon Building Tone once a month.
- Portable radio emergency buttons for specified units (on a rotating basis) are tested on Sundays.

### DISTRIBUTING PORTABLE RADIOS

In the event of a portable radio problem, the Company Officer should:

- If necessary, redistribute portable radios to the company members most likely to need them (e.g., team leaders and nozzle-person).
- The Officer should attempt to obtain a replacement radio from the Incident Commander (IC).

During emergency incidents, when a member is assigned a replacement radio, the FAC may be requested to change the CAD Sign-on information for that member as soon as possible.



At all other times, members will change their own designated portable radio number by accessing CAD Sign-on (located on the station computer).

**SITE TRUNKING** The SFD is a part of a county wide trunked - 800MHz system. Over 95% percent of Seattle is covered by 4 towers (sites) out of a total of 28 in the greater King County region. The system is designed so these 4 sites continue to interoperate, even if the rest of the regional system fails.

The normal manner in which the radio system works is that radio transmissions on designated talkgroups are routed through what is called the Zone Controller which assigns the talkgroup to one of several available frequencies. This main 'brain' simply makes sure transmitted messages are received and broadcast for anyone who can see a system site. Our radios are programmed to search for the site that provides the strongest signal. This is not always a Seattle site.

The possibility exists that the system may occasionally malfunction. One or more parts of the overall system may be unavailable, preventing the Zone Controller from properly routing a signal (transmission). In these situations we go into what is termed site trunking. Notification of this on the radio will be indicated in two ways:

- You will hear an audible tone at 7 second intervals.
- The LED screen on the radio will show, "Site Trunking."

When this situation happens, our 'fall back' procedure is to switch our radios to Zone 9 (Zone 9 channels are identical to Zone 1). This, via the radio programming, directs the radio to search and use only the four Seattle sites. Our radios therefore ignore the Zone Controller and instead use our own Seattle simulcast site controller for the routing of transmissions.

However, there are two different types of site trunking, localized and county-wide. Dependent on which type, our procedures will vary slightly.

**Localized (Seattle-wide)** – Localized site trunking means that the problem may be limited to a single site. For whatever reason, an individual radio or unit may, because of its location, require the use of a site that has lost contact with the Zone Controller. In these instances, the unit will probably be the first to identify the problem and should use the following procedures:

- Switch portable/mobile radio(s) to Zone 9 and the designated channel that you're currently assigned to; Keep one portable on Zone 1.
- Contact the FAC to notify that you're in site trunking; If you need to use a phone, dial 386-1498.
- Consider yourself on Radio Dispatching; You will be dispatched on Zone 9 Channel 4.
- When the portable on Zone 1 no longer displays "Site Trunking," the unit can secure from Radio Dispatching and switch all radios back to Zone 1.

- Notify the FAC that you are clear from site trunking.

**County-Wide** – County-wide site trunking means that the problem is with the entire system and the whole county is probably affected. In this instance the FAC will be the first to identify the problem and will make a Department-wide announcement. The announcement will instruct all units to:

- Switch portable and mobile radios to Zone 9 and monitor the channel currently assigned to.
- Radio Dispatching will be in effect; Units will be dispatched on Zone 9 Channel 4.
- Return to quarters if not on an emergency response.
- The FAC may initiate a radio test of all units.
- The FAC will notify when the problem is resolved and when to switch radios back to Zone 1 and return to CAD Dispatching.

Units at an incident location that cannot communicate with the IC or FAC on the assigned channel should switch to the associated direct channel (e.g., Zone 2, Channel 1, for fire responses).

When in site trunking the station's base radio does not need to be switched to Zone 9 for it is programmed to always be in site trunking mode and searching for just the Seattle zone sites.

## TRUNKED CHANNEL

A trunked channel is one that is routed through the trunked system and is controlled by the system's main Zone Controller (also may be called the Master Site). It is a mode of communication in which conversations over the radio utilize multiple frequencies, and possibly multiple sites. These conversations are on "talkgroups" which are carried on one or more trunked channels (the talkgroup is selected on the radio whereas the channel is assigned by the Zone Controller). The Zone Controller, or 'brain' determines the proper routing of the signal and chooses between multiple available frequencies and sites, and broadcasts the message for everyone to hear.

Members should use the appropriate trunked talkgroup when possible, as these talkgroups are monitored by the FAC. This also allows the member to take full advantage of the radio's features such as the emergency button. The SFD talkgroups we use are on trunked channels (e.g., Zones 1, 3, and 9).

Members that experience poor radio reception or transmission at an incident should switch to the appropriate direct channel to establish communication. This action stresses the importance that someone on the exterior (command post) monitor the direct channel associated with the incident.

## DIRECT CHANNEL

A direct channel is one that is not routed through the trunked system and is not controlled by the system's Zone Controller. It is a mode of communication in which the sender transmits and receives a message at separate times on an assigned frequency. In essence it is similar to a walkie-talkie in that communication is directly from radio to radio.

Direct channels have a limited range; therefore, if needing to communicate over a greater distance such as during disaster operations, use of apparatus mobile radios would be advantageous due to having greater power and range.

These channels are not monitored by the FAC and the emergency button does not function.

Members, therefore should use the appropriate trunked talkgroups whenever possible. This will allow the FAC to monitor communications and keep trunked radio features available to the members.

IC's should avoid having all units switch to a direct channel as a routine procedure.

IC's should monitor or assign a member to monitor the appropriate direct channel as soon as possible after command has been established.

Examples of when members should switch to a direct channel:

- In areas of known poor radio reception or transmission.
- When radios "bonk" indicating they are out of range.
- When they cannot communicate with anyone on the trunked talkgroup.

Members should use the direct channels that correspond to the assigned incident trunked channel on the Zone 1 bank, Channels 1, 2 or 3.

Example: When the incident is assigned to Zone 1 Channel 1, the direct channel is Zone 2 Channel 1 (ST OPS 1). The same for Zone 1 Channel 2 (ST OPS 4), and Zone 1 Channel 3 (ST OPS 3).

Members that experience poor radio reception or transmission on either a trunked or direct channel should change their location, use a cell or landline phone, use runners, etc. to establish communication.

## ZONE & CHANNEL ASSIGNMENTS

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### ZONE ASSIGNMENTS

SFD radios have zones, or channel banks, programmed into them, six of which receive the most use.

Zone 1 contains the SFD's main day-to-day working channels. Units should always monitor Zone 1 Channel 4 when in-service unless directed otherwise.

Zone 2 is utilized for SFD tactical channel communication and King County mutual aid zones such as:

- Channel 1, 2, and 3 are the tactical/direct channels.

- Channels 11 is the mutual aid zone channel for NORCOM (Bellevue, Mercer Island and Shoreline Fire), and Channel 12 is the mutual aid zone channel for ValleyCOM (South King County Fire).

Zone 3 contains the SFD Emergency channels and is used during Level 1 Operations (e.g., a catastrophic event where Battalion dispatching is implemented). During normal daily operations this zone may be used for drilling purposes.

Zone 6 contains the Seattle Police channels and can be scanned for obtaining information relating to an ongoing incident involving both SFD and Seattle Police.

Zone 8 contains a number of SFD Administration channels (i.e., Channels 11-15). This zone was created so that Channels 11-15 could be used (e.g., a special event) and if a response was required, the normal assigned SFD channels could be turned to without having to change zones. Zone 8 Channels 1-10 and 16 operate the same as their respective channels on Zone 1 including transmitting over Zone 1.

Zone 9 contains the same channels as Zone 1, but is used during site trunking.

ZONE 1 (Z1)	SFD main
ZONE 2 (Z2)	SFD direct channels and other County mutual aid
ZONE 3 (Z3)	SFD Emergency Battalion
ZONE 4 (Z4)	State Operations
ZONE 5 (Z5)	City mutual aid
ZONE 6 (Z6)	Seattle Police
ZONE 7 (Z7)	Events
ZONE 8 (Z8)	SFD Administration
ZONE 9 (Z9)	Site Trunking

**NOTE**  
 Depending upon a radio’s programming, any base, mobile or portable radios may show an additional zone above Zone 9. These zones may be displayed as Zone 10, 12, Zone 71 or 72. These are future inter-operability zones currently used as nationwide talk groups. These additional zones currently are not used by the SFD.

## CHANNEL ASSIGNMENTS

Each zone contains 16 different channels, or talk groups. Appendix 1 lists all channels for each zone within our radio system. Unless otherwise directed by the FAC, designated channels are to be used for operations as they are defined.

## OTHER COMMUNICATION EQUIPMENT

### MOBILE RADIO

All fire department apparatus mobile radios have Zone 1 Channel 4 programmed as the priority channel which can be selected at any point by pressing the *Home* button.

When out-of-quarters and in-service, the scanning function should be activated. When dispatched on an alarm and directed to switch to another channel by the FAC, units should cancel this feature.

### DESKTOP RADIO

Desktop radios have Zone 1 Channel 4 programmed as the priority channel and must be left on Channel 4 with the scanning feature turned on. These radios, unlike portable and mobile radios, are always in site trunking mode which means they only search for one of the four Seattle sites and never need to be switched to Zone 9.

When directed to switch to another channel, units should turn off the scanning feature.

The scanning feature may also be turned off between the hours of 2200 and 0700.

### PAGER

All Operations units are assigned one or two pagers dependant on the type of unit. The pager is primarily for alarm notification purposes and may also be used to contact a unit for non-emergency, Department business when unable to make contact via telephone or radio.

If assigned a pager it should be carried or kept in a place that will allow the member to be immediately alerted if the pager activates.

Administrative personnel are only required to carry their pagers when on duty or in a potential call back status.

### CADVIEW PAGING

Internal Department paging is available on CADView. CADView paging has the following capabilities:

- Single messages can be sent to multiple individuals, units and/or groups.
- A character counter helps prevent messages from being cut-off when sent.
- Contains a Group Paging Directory that lists all group members.

High usage of the CADView paging system has an impact on dispatch pages from the FAC. Department members need to utilize discretion when using the paging system. CADView paging therefore should primarily be used for critical and emergency messages. When possible, members should use the telephone, radio, or E-mail for routine communications.

## STATION ALERTER SYSTEM

The station alerting system is typically located in the watch office and activates the station lights, bells and/or tones, printer and PA system. This system is activated by the FAC to notify unit(s) within a specified station of an emergency alarm or special notice. The alerting system may also be activated by the station itself when needed (e.g., still alarm).

At 0700 daily, the FAC activates all fire station's alerting systems followed by a voice announcement, "0700 hours, hitch." If the daily alerter test is not received properly, notification should be made to the FAC of the test failure.

## DEPARTMENT TELEPHONE/FAX

All SFD phones are programmed to allow abbreviated five digit dialing within the City Phone network as well as general access outside the City system.

Fire station main/business lines are set to allow local calls and in-state long distance access. Fire station fax lines are set to allow national long distance access, as are the Chief's business phones. All other SFD business phones have the level of long distance access set according to specific business needs.

In the event that a station needs to make an out-of-state fire prevention or other business related call, the call can be made from a Chief's phone. Another option is to call the Department of Information Technology (DoIT) Telephone Services at (206) 386-1111 and request assistance in making the call.

## CELLULAR PHONE

All apparatus are assigned a Department cell phone that should be stored in the cab. Officers are responsible for the cellular phones assigned to the unit(s) under their supervision.

Operations personnel should be alert to use the cell phones in situations where they would be of benefit at an emergency scene (e.g., need to be discrete when transmitting confidential information).

Cell phones should also be used to report non-emergency incidents by dialing 911 and contacting the desired agency directly (e.g., SPD, Detoxification Van (through SPD), Washington State Patrol, etc.).

Often the contacted agency will ask specific questions that can be better answered first hand by the calling member vs. attempting to have the FAC relay information. This provides more accurate transfer of information and guarantees the appropriate response.

## **SATELLITE PHONE**

Satellite phones are to be utilized during City wide emergencies when other forms of communication have failed.

Satellite phones are located at the FAC, Resource Management Center (RMC), Operations Deputy Chief's office, and all Battalion Headquarters. The Fire Chief, Assistant Chiefs, and Administrative Deputy Chiefs have satellite phones in their assigned vehicles.

## **MOBILE DATA COMPUTER**

The Mobile Data Computer (MDC) is the primary means of managing status changes. It responds to barehanded touch on the screen fields and buttons. Pencils, pens, or gloved hands will not work on the touch screen.

The MDC in all front-line and reserve apparatus will be checked for updates daily at the beginning of each shift using the VisiNet Mobile Launch Application. The application appears as a button on the Task Bar at the bottom of the MCD screen. This ensures that the MDC has the most current information with regards to hazardous conditions at emergency sites and accurate routing and vehicle location information.

The MDC will be shut down and restarted every Saturday. The restarting process takes approximately two minutes and is outlined in the VisiNet Mobile Training Guide.

For the operation of the MDC (e.g., toolbar navigation, status button changes, etc.), refer to the "Documentation and User Manuals" on the SFD SharePoint Home page under the Department Library heading. It is suggested that Operation companies review this training guide at regular intervals to maintain the skills necessary to appropriately use the MDC.

Problems with the MDC should be handled by calling the Department's Help Desk at 386-9770.

## SUBSCRIPTION AGREEMENT

This Subscription Agreement (the "**Agreement**") is entered into this J.Q day of J t, 20\_1 /ie-Effective Date") by and between ESO SOLUTIONS, INC., a Texas corporation with its principal place of business at 9020 N Capital of Texas Highway, Building 11-300, Austin, Texas 78759 ("**ESO**"), and the City of Seattle on behalf of the Seattle Information Technology Department, with its principal place of business at 700 Fifth Avenue, Suite 2700, Seattle, WA 98124 ("**Customer**") (each a "**Party**" and collectively the "**Parties**").

**WHEREAS**, ESO is in the business of providing software services (the "**Services**") to businesses and municipalities; and

**WHEREAS**, Customer desires to obtain these Services from ESO, to be used by Seattle Fire Department, all upon the terms and conditions set forth herein;

**NOW, THEREFORE**, for and in consideration of the agreement made, and the payments to be made by Customer, the Parties mutually agree to the following:

1. **Services.** ESO agrees to provide Customer the Services selected by Customer on Exhibit A attached hereto and incorporated by reference herein. Customer agrees that Services purchased hereunder are neither contingent on the delivery of any future functionality or future features, nor dependent on any oral or written public comments made by ESQ regarding future functionality or future features.
2. **Term.** The Term of this Agreement shall commence on the Effective Date and shall terminate one year after the Effective Date ("**Initial Term**"). THE AGREEMENT SHALL AUTOMATICALLY RENEW FOR SUCCESSIVE RENEWAL TERMS OF ONE YEAR, UNLESS ONE PARTY GIVES THE OTHER PARTY WRITTEN NOTICE THAT THE AGREEMENT WILL NOT RENEW, AT LEAST THIRTY (30) DAYS PRIOR TO THE END OF THE CURRENT TERM.
3. **Subscription Fees, Invoices and Payment Terms.**
  - a. **Subscription Fees.** King County, Washington, a home rule charter county and a political subdivision of the State of Washington, has offered, and Customer has agreed, to pay for select Customer Subscription Fees on Customer's behalf as indicated in Exhibit A (collectively, the "**Subscription Fees**"). In the event King County does not pay select Subscription Fees on behalf of Customer, and Customer chooses to continue receiving those Services, then Customer shall be responsible for any outstanding fees. Provided, however, that Customer remains directly responsible for those Services listed on Exhibit A not being paid by King County or any additional Services requested by Customer not paid by King County. To the extent that the terms of Sections 3 and 4 of the Agreement apply to those Subscription Fees which King County has agreed to pay, ESO shall first seek to resolve those issues with King County directly.
  - b. **Payment of Invoices.** Customer shall pay the full amount of invoices within thirty (30) days of receipt (the "**Due Date**"). Customer is responsible for providing complete and accurate billing and contact information to ESO and to notify ESQ of any changes to such information.
  - c. **Disputed Invoices.** If Customer in good faith disputes a portion of an invoice, Customer shall remit to ESO, by the Due Date, full payment of the undisputed portion of the invoice. In addition, Customer must submit written documentation: (i) identifying the disputed amount, (ii) an explanation as to why the Customer believes this amount is incorrect, (iii) what the correct amount should be, and (iv) written evidence supporting Customer's claim. If Customer does not notify ESO of a disputed invoice by the Due Date, Customer shall have waived its right to dispute that invoice. Any disputed amounts determined by ESO to be payable shall be due within ten (10) days of such determination.
4. **Termination.**
  - a. **Termination by Customer for ESO Default.** If ESO fails to perform a material obligation under this Agreement and does not remedy such failure within thirty (30) days following written notice from Customer ("**ESO Default**"), Customer may terminate this Agreement without incurring further liability, except for the payment of all accrued but unpaid Subscription Fees. If ESO is unable to provide Service(s) for ninety (90) consecutive days due to a Force Majeure event as defined in Section 16a, *Force Majeure*, Customer may terminate the affected Service(s) without liability to ESO.
  - b. **Termination by ESQ for Customer Default.** ESO may terminate this Agreement with no further liability if (i) Customer fails to pay for Services as required by this Agreement and such failure remains uncorrected for five (5) days following written notice from ESO, or (ii) Customer fails to perform any other material obligation under this Agreement and does not remedy such failure within thirty (30) days following written notice from ESO (collectively referred to as "**Customer Default**"). In the event of a Customer Default, ESO shall have the right to (i) terminate this Agreement; (ii) suspend all Services being provided to Customer; (iii) terminate the right to use the Software on the web and/or mobile devices; (iv) apply interest to the amount past due, at the rate of one and one-half percent (1 1/2%;) (or the maximum legal rate, if less) of the unpaid amount per month; (v) offset any amounts that are owed to Customer by ESO against the past due amount then owed to ESO; and/or (vi) take any action in connection with any other right or remedy ESO may have under this Agreement, at law or in equity. If ESO terminates this Agreement due to a Customer Default, Customer shall remain liable for all accrued Subscription Fees and other charges. In addition, Customer agrees to pay ESO's reasonable expenses (including attorney and collection fees) incurred in enforcing ESO's rights in the event of a Customer Default.



5. **Delivery of Data upon Expiration or Termination of Agreement.** If Customer requests its data within thirty (30) days of expiration of this Agreement, or the termination of this Agreement pursuant to Section 4 above, ESO shall deliver to Customer its data. ESO shall make reasonable and good faith efforts to accommodate Customer's preference for the type of media for delivery. Customer shall reimburse ESO for the cost of the media on which Customer's data is delivered to Customer.
6. **System Maintenance.** In the event ESO determines that it is necessary to interrupt the Services or that there is a potential for Services to be interrupted for the performance of system maintenance, ESO will use good-faith efforts to notify Customer prior to the performance of such maintenance and will schedule such maintenance during non-peak hours (midnight to 6 a.m. Central Standard Time). In no event shall interruption of Services for system maintenance constitute a failure of performance by ESO.
7. **Access to Internet.** Customer has sole responsibility for obtaining, maintaining, and securing its connections to the Internet, and ESO makes no representations to Customer regarding the reliability, performance or security of any particular network or provider.
8. **Mobile Software.** If Customer elects to use ESO's Mobile Software (the "**Software**"), the provisions of this Section shall apply.
  - a. **Use of Software.** Subject to the terms, conditions and restrictions in this Agreement and in exchange for the Mobile Software Interface Fees and/or Subscription Fees, ESO hereby grants to Customer a non-exclusive, world-wide, non-transferable rights, for the Term of this Agreement, to use and copy (for installation and backup purposes only) the Software to the units for which the Mobile Software Interface has been purchased.
  - b. **Ownership and Restrictions.** This Agreement does not convey any rights of ownership in or title to the Software or any copies thereof. All right, title and interest in the Software and any copies or derivative works thereof shall remain the property of ESO. Customer will not: (i) disassemble, reverse engineer or modify the Software; (ii) allow any third party to use the Software; (iii) use the Software as a component in any product or service provided by Customer to a third party; (iv) transfer, sell, assign, or otherwise convey the Software; (v) remove any proprietary notices placed on or contained within the Software; or (vi) copy the Software except for backup purposes. Customer agrees to keep the Software free and clear of all claims, liens, and encumbrances.
  - c. **Mobile Software Interface Fee.** The Mobile Software Interface Fee is non-refundable. The Software shall be deemed accepted upon delivery to Customer.
  - d. **Title.** ESO hereby represents and warrants to Customer that ESO is the owner of the Software or otherwise has the right to grant to Customer the rights set forth in this Agreement. In the event of a breach or threatened breach of the foregoing representation and warranty, Customer's sole remedy shall be to require ESO to either: (i) procure, at ESO's expense, the right to use the Software, or (ii) replace the Software or any part thereof that is in breach and replace it with Software of comparable functionality that does not cause any breach.
9. **Support and Updates.** During the Term of this Agreement, ESO shall provide Customer the support services and will meet the service levels as set forth in Exhibit B attached hereto and incorporated herein. ESO will also provide Updates to Customer, in accordance with Exhibit B.  
**to. Other Services.** Upon request by Customer, ESO may provide services related to the Software other than the standard support described above at ESO's then-current labor rates. This may include on-site consultation, configuration, and initial technical assistance and training for the purpose of installing the Software and training selected personnel on the use and support of the Software. ESO shall undertake reasonable efforts to accommodate any written request by Customer for such professional services.
11. **Indemnification by ESO.** To the extent permitted by law, ESO shall protect, defend, indemnify and hold the Customer harmless from and against all claims, demands, damages, costs, actions and causes of actions, liabilities, fines, penalties, judgments, expenses and attorney fees, resulting from the injury or death of any person or the damage to or destruction of property, caused by ESO's gross negligence or willful misconduct in performing this Agreement, except for damages resulting from the negligence of the Customer. As to the Customer, ESO waives any immunity it may have under RCW Title 51 or any other Worker's Compensation statute. The parties acknowledge that this waiver has been negotiated by them.  
  
ESO will indemnify Customer from and against intellectual property infringement claims caused by the Customer accessing the Services. The obligations set forth in this section do not apply if the third party claim is caused by, or results from: (a) Customer's combination or use of the Services with software, services, or products developed by Customer or third parties, if the claim would have been avoided by the non-combined or independent use of the Services; or (b) Participant's continued allegedly infringing activity after being notified thereof or after being provided modifications that would have avoided the alleged infringement or (c) Customer's misuse of the Services, including but not limited to uploading infringing content.
12. **Limitation of Liability.** EXCEPT FOR ESO'S INDEMNITY OBLIGATION UNDER THE FOREGOING PROVISION, CUSTOMER HEREBY AGREES THAT ESO'S TOTAL LIABILITY TO CITY FOR ANY AND ALL LIABILITIES, CLAIMS OR DAMAGES ARISING OUT OF OR RELATING TO THIS CONTRACT, HOWSOEVER CAUSED AND REGARDLESS OF THE LEGAL THEORY ASSERTED, INCLUDING BREACH OF CONTRACT OR WARRANTY, TORT, STRICT LIABILITY, STATUTORY

LIABILITY OR OTHERWISE, SHALL NOT, IN THE AGGREGATE, EXCEED THE AGGREGATE AMOUNT OF FEES PAID BY CUSTOMER AND KING COUNTY AS IT RELATES TO THIS AGREEMENT. UNDER ESO'S INDEMNITY OBLIGATION, ESO'S TOTAL LIABILITY SHALL BE TWO-HUNDRED THOUSAND DOLLARS (\$200,000.00) IN ADDITION TO THE AGGREGATE AMOUNT OF FEES PAID BY CUSTOMER AND KING COUNTY AS IT RELATES TO THIS AGREEMENT. IN NO EVENT SHALL EITHER ESO OR CUSTOMER BE LIABLE TO THE OTHER FOR ANY PUNITIVE, EXEMPLARY, SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, LOST BUSINESS OPPORTUNITIES, LOSS OF USE OR EQUIPMENT DOWNTIME, AND LOSS OF OR CORRUPTION TO DATA) ARISING OUT OF OR RELATING TO THIS AGREEMENT, REGARDLESS OF THE LEGAL THEORY UNDER WHICH SUCH DAMAGES ARE SOUGHT, AND EVEN IF THE PARTIES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR LOSS AND NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY.

- 13. Acknowledgements and Disclaimer of Warranties.** Customer acknowledges that ESO cannot guarantee that there will never be any outages in ESO network and that no credits shall be given in the event Customer's access to ESO's network is interrupted. THE SERVICES ARE PROVIDED "AS IS." UNLESS OTHERWISE SPECIFIED HEREIN, ESO MAKES NO REPRESENTATION OR WARRANTY TO CUSTOMER OR ANY OTHER PERSON OR ENTITY, WHETHER EXPRESS, IMPLIED OR STATUTORY, AS TO THE DESCRIPTION, QUALITY, MERCHANTABILITY, COMPLETENESS OR FITNESS FOR A PARTICULAR PURPOSE, OF ANY SERVICE OR SOFTWARE PROVIDED HEREUNDER OR DESCRIBED HEREIN, OR AS TO ANY OTHER MATTER (INCLUDING WITHOUT LIMITATION THAT THERE WILL BE NO IMPAIRMENT OF DATA OR THAT SERVICES WILL BE UNINTERRUPTED OR ERROR FREE), ALL OF WHICH WARRANTIES BY ESO ARE HEREBY EXCLUDED AND DISCLAIMED, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW.

- 14. Confidential Information.** "**Confidential Information**" shall mean all information disclosed in writing by one Party to the other Party that is clearly marked "CONFIDENTIAL" or "PROPRIETARY" by the disclosing Party at the time of disclosure or which reasonably should be understood to be confidential given the nature of the information and the circumstances of disclosure. Confidential Information does not include any information that (i) was already known by the receiving Party free of any obligation to keep it confidential at the time of its disclosure; (ii) becomes publicly known through no wrongful act of the receiving Party; (iii) is rightfully received from a third person without knowledge of any confidential obligation; (iv) is independently acquired or developed without violating any of the obligations under this Agreement; or (v) is approved for release by written authorization of the disclosing Party.

The State of Washington's Public Records Act (Release/Disclosure of Public Records), under Washington State Law (reference RCW Chapter 42.56, the Public Records Act), deems all materials received or created by Customer to be public records. These records include but are not limited to bid or proposal submittals, agreement documents, contract work product, or other bid material.

The State of Washington's Public Records Act requires that public records must be promptly disclosed by Customer upon request unless that RCW or another Washington State statute specifically exempts records from disclosure. Exemptions are narrow and explicit and are listed in Washington State Law (Reference RCW 42.56 and RCW 19.108).

As mentioned above, Customer is required to promptly make public records available upon request. However, under Washington State Law some records or portions of records may be considered legally exempt from disclosure. A list and description of records identified as exempt by the Public Records Act can be found in RCW 42.56 and RCW 19.108.

If Customer receives a public disclosure request for any records or parts of records that ESO has specifically identified in this contract as proprietary or confidential, Customer will notify ESO in writing of the request without unreasonable delay and will postpone disclosure. While it is not a legal obligation, Customer, as a courtesy, will allow ESO up to ten business days to obtain and serve Customer with a court injunction to prevent Customer from releasing the records (reference RCW 42.56.540). If ESO fails to obtain a Court order and serve Customer within the *ten* days, Customer may release the documents.

Customer will not assert an exemption from disclosure on ESO's behalf. If ESO believes that its records are exempt from disclosure, Vendor is obligated to seek an injunction under RCW 42.56.540. ESO acknowledges that Customer will have no obligation or liability to ESO if the records are disclosed.

## **15. General Provisions.**

- a. **Force Majeure.** Neither Party shall be liable to the other, nor deemed in default under this Agreement if and to the extent that such Party's performance of this Agreement is delayed or prevented by reason of Force Majeure, which is defined to mean an event that is beyond the reasonable control of the affected Party and occurs without such Party's fault or negligence.
- b. **Entire Agreement.** This Agreement, including all schedules, exhibits, addenda and any Business Associate Agreement (as that term is used in the Health Insurance Portability and Accountability Act and related regulations) (see Exhibit C) are incorporated herein by reference, constitutes the entire agreement between the Parties and supersedes all prior and contemporaneous agreements, proposals or representations, written or oral, concerning its subject matter. No modification, amendment, or waiver of any provision of this agreement shall be effective unless in writing and signed by the Party against whom the modification, amendment or waiver is asserted.

- c. Governing Law. This Agreement shall be governed by the laws of the State of Washington without regard to choice or conflict of law rules.
- d. Arbitration. Any controversy or claim arising out of or relating to this Agreement, or a breach of this Agreement, shall be finally settled by arbitration in Seattle, Washington, and shall be resolved under the laws of the State of Washington. The arbitration shall be conducted before a single arbitrator, who may be a private arbitrator, in accordance with the commercial rules and practices of the American Arbitration Association then in effect. Any award, order or judgment pursuant to such arbitration shall be deemed final and binding and may be enforced in any court of competent jurisdiction. The arbitrator may, as part of the arbitration award, permit the substantially prevailing Party to recover all or part of its attorney's fees and other out-of-pocket costs incurred in connection with such arbitration. All arbitration proceedings shall be conducted on a confidential basis. The Parties knowingly, voluntarily, and irrevocably waive their right to a trial by jury.
- c. No Press Releases without Consent. Neither Party may use the other Party's name or trademarks, nor issue any publicity or public statements concerning the other Party or the existence or content of this Agreement, without the other Party's prior written consent. Notwithstanding, Customer agrees that ESO may use Customer's name and logo in ESO sales presentations, without Customer's prior written consent, during the Term of this Agreement, but only for the purposes of identifying the Customer as a customer of ESO. Likewise, Customer may use ESO's name and logo to identify ESQ as a vendor of Customer.
- f. Aggregate Data Reporting. Customer hereby grants ESQ the right to collect and store its data for aggregate reporting purposes, but in no event shall ESQ disclose Protected Health Information ("**PHI**") unless permitted by law. Moreover, ESO will not identify Customer without Customer's consent.
- g. Compliance with Laws. Both Parties shall comply with and give all notices required by all applicable federal, state and local laws, ordinances, rules, regulations and lawful orders of any public authority bearing on the performance of this Agreement.
- h. Waiver. No failure or delay by either Party in exercising any right under this Agreement shall constitute a waiver of that right. If Customer has made any change to the Agreement that Customer did not bring to ESQ's attention in a way that is reasonably calculated to put ESO on notice of the change, the change shall not become part of the Agreement.
- i. Severability. If any provision of this Agreement is held by a court of competent jurisdiction to be contrary to law, the provision shall be modified by the court and interpreted so as best to accomplish the objectives of the original provision to the fullest extent permitted by law, and the remaining provisions of this Agreement shall remain in effect.
- j. Taxes and Fees. This Agreement is exclusive of all taxes and fees. Unless otherwise required by law, Customer is responsible for and will remit (or will reimburse ESQ for) all taxes of any kind, including sales, use, duty, customs, withholding, property, value-added, and other similar federal, state or local taxes (other than taxes based on ESO's income) assessed in connection with the Services and/or Software provided to Customer under this Agreement.
- k. Independent Contractor. Nothing in this Agreement shall be construed to create: (i) a partnership, joint venture or other joint business relationship between the Parties or any of their affiliates; or (ii) a relationship of employer and employee between the Parties. ESO is an independent contractor and not an agent of Customer.
- l. Counterparts; Execution. This Agreement and any amendments hereto may be executed by the Parties individually or in any combination, in one or more counterparts, each of which shall be an original and all of which shall together constitute one and the same agreement. Execution and delivery of this Agreement and any amendments by the Parties shall be legally valid and effective through: (i) executing and delivering the paper copy of the document, (ii) transmitting the executed paper copy of the documents by facsimile transmission or electronic mail in "portable document format" ("**.pdf**") or other electronically scanned format, or (iii) creating, generating, sending, receiving or storing by electronic means this Agreement and any amendments, the execution of which is accomplished through use of an electronic process and executed or adopted by a Party with the intent to execute this Agreement (i.e. "**electronic signature**" through a process such as DocuSign®). In making proof of this Agreement, it shall not be necessary to produce or account for more than one such counterpart executed by the Party against whom enforcement of this Agreement is sought.
- m. Notice. All notices, requests, demands and other communications required or permitted to be given or made under this Agreement shall be in writing, shall be effective upon receipt or attempted delivery, and shall be sent by (i) personal delivery; (ii) certified or registered United States mail, return receipt requested; (iii) overnight delivery service with proof of delivery, or (iv) fax. Notices shall be sent to the addresses above. No Party to this Agreement shall refuse delivery of any notice hereunder.

**[Signature Page Follows]**

**IN WITNESS WHEREOF**, the undersigned expressly agree and warrant that they are authorized to sign and enter into this Agreement on behalf of the Party for which they sign and have executed this Agreement on the Effective Date first written above.

ESO:

CUSTOMER:

DocuSigned by:  
*Chris Dillie*  
E749AB141C2F496...  
[Signature]

[S

Chris Dillie

[Printed Name]

President and CEO

[Title]

9/27/2016

[Date]

Armedel D. Scaggins

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[Title]

[Date]

10/6/2016

**EXHIBIT A**  
**SCHEDULE OF SUBSCRIPTION FEES**

Customer has selected the following Services, at the fees indicated:

**EHR Suite w/ Quality Management, 60,000 - 80,000 Incidents.**  
List Price: \$80,500.00, annually recurring. Fees paid by King County EMS.

**PAYMENT TERMS AND PAYMENT MILESTONES**

The subscription year for Services shall begin upon execution of the Subscription Agreement or upon the commencement of active work on software implementation, whichever date comes later. The Subscription Fees are invoiced annually in advance commencing upon execution of this Agreement.

**EXHIBIT B**  
**SUPPORT SERVICES AND SERVICE LEVELS**

This Exhibit describes the software support services ("**Support Services**") that ESO will provide and the service levels that ESO will meet.

1. **Definitions.** Unless defined otherwise herein, capitalized terms used in this Exhibit shall have the same meaning as set forth in the Agreement.

(a) "**Customer Service Representative**" shall be the person or persons at ESO designated by ESO to receive notices of Errors encountered by Customer that Customer's Administrator has been unable to resolve.

(b) "**Error**" means any failure of the Software to conform in any material respect with its published specifications.

(c) "**Error Correction**" means a bug fix, patch, or other modification or addition that brings the Software into material conformity with its published performance specifications.

(d) "**Priority A Error**" means an Error that renders the Software inoperable or causes a complete failure of the Software leading to a major disruption/impact on Customer's operations.

(e) "**Priority B Error**" means an Error that substantially degrades the performance of the Software or materially restricts Customer's use of the Software and/or one or more features or functions of the Software.

(f) "**Priority C Error**" means an Error that causes only a minor impact on Customer's use of the Software for which a work around may or may not exist.

(g) "**Update**" means any new commercially available or deployable version of the Software, which may include Error Corrections, enhancements or other modifications, issued by ESO from time to time to its Customers.

(h) "**Normal Business Hours**" means 7:00 am to 7:00 pm Monday through Friday, Central Time Zone.

2. **Customer Obligations.**

Customer will provide at least one administrative employee (the "**Administrator**" or "**Administrators**") who will handle all requests for first-level support from Customer's employees with respect to the Software. Such support is intended to be the "front line" for support and information about the Software to Customer's employees. ESO will provide training, documentation, and materials to the Administrators to enable the Administrators to provide technical support to Customer's employees. The Administrators will refer any Errors to ESO's Customer Service Representative that the Administrators cannot resolve, pursuant to Section 3 below; and the Administrators will assist ESO in gathering information to enable ESO to identify problems with respect to reported Errors.

3. **Support Services.**

(a) **Scope.** As further described herein, the Support Services consist of: (i) Error Corrections that the Administrator is unable to resolve and (ii) periodic delivery of Error Corrections and Updates. The Support Services will be available to Customer during normal business hours, but Customers may submit requests for a support assistance 24 hours per day, 7 days per week. Priority A Errors encountered outside normal business hours may be communicated to the Customer Service Representative via telephone or email. Priority B and C Errors encountered outside normal business hours shall be communicated via email.

(b) **Procedure.**

(i) **Report of Error.** In reporting any Error, the Customer's Administrator will describe to ESO's Customer Service Representative the Error in reasonable detail and the circumstances under which the Error occurred or is occurring; the Administrator will initially classify the Error as a Priority A, B or C Error. ESO reserves the right to reasonably reclassify the Priority of the Error.

(ii) **Efforts Required.** ESO shall exercise commercially reasonable efforts to correct any Error reported by the Administrator in accordance with the priority level assigned to such Error by the Administrator. Errors shall be communicated to ESO's Customer Service Representative after hours as indicated below, depending on the priority level of the Error. In the event of an Error, ESO will within the time periods set forth below, depending upon the priority level of the Error, commence verification of the Error; and, upon verification, will commence Error Correction. ESO will work diligently to verify the Error and, once an Error has been verified, and until an Error Correction has been provided to the Administrator, shall use commercially reasonable, diligent efforts to provide a workaround for the Error as soon as reasonably practicable. ESO will provide the Administrator with periodic reports on the status of the Error Correction on the frequency as indicated below. ESO may use multiple forms of communication for purposes of submitting periodic reports to Customer, including but not limited to, messages in the Software or messages appearing upon login or other means of broadcasting error reporting to multiple customers affected by the same Error.

(iii) **Qualifications of Staff.** The support desk will be staffed with competent technical consultants who are trained in and thoroughly familiar with the Software and with the Customer's applicable configuration. Telephone support and all communications will be delivered in understandable English.

(c) **Support Services.** The parties acknowledge that from time-to-time ESO may update his support processes specifically addressed in this Exhibit by posting such updates to ESO's website or otherwise notifying Customer of such updates. Customer will accept updates to ESO's support procedures and any other terms in this Exhibit; provided however, that they do not materially decrease the level of Support Services that Customer will receive from ESO.

Priority of Error	Communicating Error to ESO outside Normal Business Hours	Time in Which ESO Will Commence	Frequency of Periodic Status Reports	Response Process
Priority A	Telephone or email	Within 4 hours of notification	Every 2 hours until resolved	Prompt and ongoing effort, with continuous reporting to Custom until a work-around or fix has been provided. A work-around is acceptable as an interim solution pending resolution of the issue. Root cause failure report on all tickets classified as Priority A will be provided to Customer if and
Priority B	Email	Within 8 business hours of notification	Every 8 business hours until resolved	Proceed with fix as medium priority work, according to schedule mutually agreed to by both ESO and Customer.
Priority C	Email	Within three business days of notification	Every week until resolved	Proceed with fix as low priority work.

**4. ESO Server Administration.**

ESO is responsible for maintenance of Server hardware. Server administration includes:

- (a) Monitoring and Response
- (b) Service Availability Monitoring
- (c) Backups
- (d) Maintenance
  - (i) Microsoft Patch Management
  - (ii) Security patches to supported applications and related components
    - (iii) Event Log Monitoring
    - (iv) Log File Maintenance
    - (v) Drive Space Monitoring
- (c) Security
  - (t) Virus Definition & Prevention
  - (g) Firewall





**EXHIBIT C**  
**BUSINESS ASSOCIATE AGREEMENT**

This Business Associate Agreement ("**Agreement**") is entered into by and between ESO Solutions, Inc. ("**Vendor**"), a Texas corporation, and Customer ("**Covered Entity**"), as of the Effective Date of the Subscription Agreement, for the purpose of setting forth Business Associate Agreement terms between Covered Entity and Vendor. Covered Entity and Vendor each are referred to as a "**Party**" and collectively as the "**Parties.**" This Agreement shall commence on the Effective Date set forth above.

**WHEREAS**, Covered Entity, owns, operates, manages, performs services for, otherwise are affiliated with or are themselves a Covered Entity as defined in the federal regulations at 45 C.F.R. Parts 160 and 164 (the "**Privacy Standards**") promulgated pursuant to the Health Insurance Portability and Accountability Act of 1996 ("**HIPAA**") and the Health Information Technology for Economic and Clinical Health Act of 2009 ("**HITECH**");

**WHEREAS**, pursuant to HIPAA and HITECH, the U.S. Department of Health & Human Services ("**HHS**") promulgated the Privacy Standards and the security standards at 45 C.F.R. Parts 160 and 164 (the "**Security Standards**") requiring certain individuals and entities subject to the Privacy Standards and/or the Security Standards to protect the privacy and security of certain individually identifiable health information ("**Protected Health Information**" or "**PHI**"), including electronic protected health information ("**EPHI**");

**WHEREAS**, the Parties wish to comply with Privacy Standards and Security Standards as amended by the HHS regulations promulgated on January 25, 2013, entitled the "Modifications to the HIPAA Privacy, Security, Enforcement, and Breach Notification Rules Under the Health Information Technology for Economic and Clinical Health Act and the Genetic Information Nondiscrimination Act," as such may be revised or amended by HHS from time to time:

**WHEREAS**, in connection with Vendor's performance under its agreement(s) or other documented arrangements between Vendor and Covered Entity, whether in effect as of the Effective Date or which become effective at any time during the term of this Agreement (collectively "**Business Arrangements**"), Vendor may provide services for, or on behalf of, Covered Entity that require Vendor to use, disclose, receive, access, create, maintain and/or transmit health information that is protected by state and/or federal law; and

**WHEREAS**, Vendor and Covered Entity desire that Vendor obtain access to PHI and EPHI in accordance with the terms specified herein;

**NOW, THEREFORE**, in consideration of the mutual promises set forth in this Agreement and the Business Arrangements, and other good and valuable consideration, the sufficiency and receipt of which are hereby severally acknowledged, the Parties agree as follows:

I. **Vendor Obligations.**

In accordance with this Agreement and the Business Arrangements, Vendor may use, disclose, access, create, maintain, transmit, and/or receive on behalf of Covered Entity health information that is protected under applicable state and/or federal law, including without limitation, PHI and EPHI. All capitalized terms not otherwise defined in this Agreement shall have the meanings set forth in the regulations promulgated by HHS in accordance with HIPAA and HITECH, including the Privacy Standards and Security Standards (collectively referred to hereinafter as the "**Confidentiality Requirements**"). All reference to PHI herein shall be construed to include EPHI. PHI shall mean only that PHI Vendor uses, discloses, accesses, creates, maintains, transmits and/or receives for or on behalf of Covered Entity pursuant to the Business Arrangements. The Parties hereby acknowledge that the definition of PHI includes "**Genetic Information**" as set forth at 45 C.F.R.

§160.103. To the extent Vendor is to carry out an obligation of Covered Entity under the Confidentiality Requirements, Vendor shall comply with the provision(s) of the Confidentiality Requirements that would apply to Covered Entity (as applicable) in the performance of such obligations(s).

2. **Use of PHI.**

Except as otherwise required by law, Vendor shall use PHI in compliance with this Agreement and 45 C.F.R. §164.504(e). Vendor agrees not to use PHI in a manner that would violate the Confidentiality Requirements if the PHI were used by Covered Entity in the same manner. Furthermore, Vendor shall use PHI for the purpose of performing services for, or on behalf of, Covered Entity as such services are defined in the Business Arrangements. In addition, Vendor may use PHI (i) as necessary for the proper management and administration of Vendor or to carry out its legal responsibilities; provided that such uses are permitted under federal and applicable state law, and (ii) to provide data aggregation services relating to the health care operations of the Covered Entity as defined by 45 C.F.R. § 164.501. Covered Entity also authorizes Vendor to collect and store its data for aggregate reporting, but in no event shall Vendor disclose PHI unless permitted by law. Moreover, Vendor will not identify Covered Entity without consent. Covered Entity authorizes Vendor to de-identify PHI it receives from Covered Entity. All de-identification of PHI must be performed in accordance with the Confidentiality Requirements, specifically 45 C.F.R.

§ 164.514(b).

3. **Disclosure of PHI.**

**Subscription  
Agreement 092214**

ESO Solutions, Inc.

*Subscription  
Agreement 092214*

3. I Subject to any limitations in this Agreement, Vendor may disclose PHI to any third party as necessary to perform its obligations under the Business Arrangements and as permitted or required by applicable law. Vendor agrees not to disclose PHI in a manner that would violate the Confidentiality Requirements if the PHI was disclosed by the Covered Entity in the same manner. Further, Vendor may disclose PHI for the proper management and administration of Vendor; provided that:
- (i) such disclosures are required by law; or (ii) Vendor: (a) obtains reasonable assurances from any third party to whom the PHI is disclosed that the PHI will be held confidential and used and disclosed only as required by law or for the purpose for which it was disclosed to third party, and (b) requires the third party to agree to immediately notify Vendor of any instances of which it is aware that PHI is being used or disclosed for a purpose that is not otherwise provided for in this Agreement or for a purpose not expressly permitted by the Confidentiality Requirements. Vendor shall report to Covered Entity any use or disclosure of PHI not permitted by this Agreement of which it becomes aware. Such report shall be made within five (5) business days of Vendor becoming aware of such use or disclosure.

3.2 If Vendor uses or contracts with any agent, including a subcontractor (collectively "**Subcontractors**") that uses, discloses, accesses, creates, receives, maintains or transmits PHI on behalf of Vendor, Vendor shall require all Subcontractors to agree in writing to the same restrictions and conditions that apply to Vendor under this Agreement. In addition to Vendor's obligations under Section 9, Vendor agrees to mitigate, to the extent practical and unless otherwise requested by the Covered Entity, any harmful effect that is known to Vendor and is the result of a use or disclosure of PHI by Vendor or any Subcontractor in violation of this Agreement. Additionally, Vendor shall ensure that all disclosures of PHI by Vendor and its Subcontractors comply with the principle of "**minimum necessary use and disclosure**," (i.e., in accordance with 45 C.F.R. §164.502(b), only the minimum PHI that is necessary to accomplish the intended purpose may be disclosed).

#### **4. Individual Rights Regarding Designated Record Sets.**

If Vendor maintains a Designated Record Set on behalf of Covered Entity, Vendor shall: (i) provide access to and permit inspection and copying of PHI by Covered Entity under conditions and limitations required under 45 C.F.R. § 164.524, as it may be amended from time to time; and (ii) amend PHI maintained by Vendor as required by Covered Entity. Vendor shall respond to any request from Covered Entity for access by an individual within ten (10) business days of such request and shall make any amendment requested by Covered Entity within twenty (20) business days of such request. Any information requested under this **Section 4** shall be provided in a form or format requested, if it is readily producible in such form or format. Vendor may charge a reasonable fee based upon Vendor's labor costs in responding to a request for electronic information (or a cost-based fee for the production of non-electronic media copies). Vendor shall notify Covered Entity within ten (10) business days of receipt of any request for access or amendment by an individual.

#### **5. Accounting of Disclosures.**

Vendor shall make available to Covered Entity within ten (10) business days of a request by Covered Entity the information required for an accounting of disclosures of PHI in accordance with 45 C.F.R. § 164.528 (or such shorter time as may be required by state or federal law). Such accounting must be provided without cost if it is the first accounting requested within any twelve (12) month period. For subsequent accountings within the same twelve (12) month period, Vendor may charge a reasonable fee based upon Vendor's labor costs in responding to a request for electronic information (or a cost-based fee for the production of non-electronic media copies) only after Vendor informs Covered Entity and Covered Entity informs the individual in advance of the fee, and the individual is afforded an opportunity to withdraw or modify the request. Such accounting obligations shall survive termination or expiration of this Agreement and with respect to any disclosure, whether on or before the termination of this Agreement, shall continue for a minimum of seven (7) years following the date of such disclosure.

#### **6. Withdrawal of Authorization.**

If the use or disclosure of PHI under this Agreement is based upon an individual's specific authorization regarding the use of his or her PHI, and: (i) the individual revokes such authorization in writing; (ii) the effective date of such authorization has expired; or (iii) the authorization is found to be defective in any manner that renders it invalid for whatever reason, then Vendor agrees, if it has received notice from Covered Entity of such revocation or invalidity, to cease the use and disclosure of any such individual's PHI except to the extent Vendor has relied on such use or disclosure, or where an exception under the Confidentiality Requirements expressly applies.

#### **7. Records and Audit.**

Vendor shall make available to HHS or its agents its internal practices, books, and records relating to the compliance of Vendor and Covered Entity with the Confidentiality Requirements, such internal practices, books and records to be provided in the time and manner designated by HHS or its agents.

#### **8. Implementation of Security Standards; Notice of Security Incidents.**

Vendor will comply with the Security Standards and, by way of example and not limitation, use appropriate safeguards to prevent the use or disclosure of PHI other than as expressly permitted under this Agreement. In accordance with the Security Standards, Vendor will implement administrative, physical, and technical safeguards that protect the confidentiality, integrity and availability of the PHI that it uses, discloses,

accesses, creates, receives, maintains or transmits. To the extent feasible, Vendor will use commercially reasonable efforts to ensure that the technology safeguards used by Vendor to secure PHI will render such PHI unusable, unreadable and indecipherable to individuals

unauthorized to acquire or otherwise have access to such PHI. Vendor will promptly report to Covered Entity any Security Incident of which it becomes aware; provided, however, that Covered Entity acknowledges and shall be deemed to have received notice from Vendor that there are routine occurrences of: (i) unsuccessful attempts to penetrate computer networks or services maintained by Vendor; and (ii) immaterial incidents such as "pinging" or "denial of services" attacks. At the request of Covered Entity, Vendor shall identify: the date of the Security Incident, the scope of the Security Incident, Vendor's response to the Security Incident, and to the extent permitted by law, the identification of the party responsible for causing the Security Incident, if known.

## 9. Data Breach Notification and Mitigation.

9.1 HIPAA Data Breach Notification and Mitigation. Vendor agrees to implement reasonable systems for the discovery and prompt reporting of any "breach" of "unsecured PHI" as those terms are defined by 45 C.F.R. §164.402 ("**HfPAA Breach**"). The Parties acknowledge and agree that 45 C.F.R. §§164.404 and 164.410, as describe below in this **Section 9.1**, govern the determination of the date of a HIPAA Breach. In the event of any conflict between this **Section 9.1** and the Confidentiality Requirements, the more stringent requirements shall govern. Following the discovery of a HIPAA Breach, Vendor will notify Covered Entity immediately and in no event later than five (5) business days after Vendor discovers such HIPAA Breach unless Vendor is prevented from doing so by 45 C.F.R. §164.412 concerning law enforcement investigations. For purposes of reporting a HIPM Breach to Covered Entity, the discovery of a HIPAA Breach shall occur as of the first day on which such HIPAA Breach is known to Vendor or, by exercising reasonable diligence, would have been known to Vendor. Vendor will be considered to have had knowledge of a HIPAA Breach if the HIPAA Breach is known, or by exercising reasonable diligence would have been known, to any person (other than the person committing the HIPAA Breach) who is an employee, officer or other agent of Vendor. No later than ten (10) business days following a HIPM Breach, Vendor shall provide Covered Entity with sufficient information to permit Covered Entity to comply with the HIPAA Breach notification requirements set forth at 45 C.F.R. §164.400 *et. seq.* This **Section 9.1** shall survive the expiration or termination of this Agreement and shall remain in effect for so long as Vendor maintains PHI.

9.2 Data Breach Notification and Mitigation Under Other Laws. In addition to the requirements of **Section 9.1**, Vendor agrees to implement reasonable systems for the discovery and prompt reporting of any breach of individually identifiable information (including, but not limited to, PHI and referred to hereinafter as "**Individual/y Identifiable Information**") that, if misused, disclosed, lost or stolen would trigger an obligation under one or more State data breach notification laws (each a "**State Breach**") to notify the individuals who are the subject of the information. Vendor agrees that in the event any Individually Identifiable Information is lost, stolen, used or disclosed in violation of one or more State data breach notification laws, Vendor shall promptly: (i) notify Covered Entity within five (5) business days of such misuse, disclosure, loss or theft; and (ii) cooperate and assist Covered Entity with any investigation into any State Breach or alleged State Breach. This **Section 9.2** shall survive the expiration or termination of this Agreement and shall remain in effect for so long as Vendor maintains PHI or Individually Identifiable Information.

## 10. Obligations of Covered Entity.

10.1 Notification Requirement. Covered Entity shall notify Vendor of:

- a. Any limitation(s) in Covered Entity's notice of privacy practices in accordance with 45 CFR 164.520 to the extent that such changes may affect Vendor's use or disclosure of **PHI**;
- b. Any changes in, or revocation of, permission by Individual to use or disclose PHI, to the extent that such changes may affect Vendor's use or disclosure of PHI; and
- c. Any restriction to the use or disclosure of PHI that Covered Entity has agreed to in accordance with 45 CFR 164.522, to the extent that such restriction may affect Vendor's use or disclosure of PHI.

10.2 Permissible Requests. Covered Entity agrees that it will not request Vendor to use or disclose PHI in any manner that would not be permissible under the Confidentiality Requirements if done by Covered Entity.

## 11. Terms and Termination.

11.1 Termination. This Agreement shall remain in effect until terminated in accordance with the terms of this **Section 11**; provided, however, that termination shall not affect the respective obligations or rights of the Parties arising under this Agreement prior to the effective date of termination, all of which shall continue in accordance with their terms.

11.2 Termination with Cause. Either Party may immediately terminate this Agreement if either of the following events have occurred and are continuing to occur:

- a. Vendor or Covered Entity fails to observe or perform any material covenant or obligation contained in this Agreement for ten (10) business days after written notice of such failure has been given; or

- b. Vendor or Covered Entity violates any provision of the Confidentiality Requirement or applicable federal or state privacy law relating to its obligations under this Agreement.

11.3 May Terminate Business Arrangements in Event of for Cause Termination. Termination of this Agreement for either of the two reasons set forth in **Section 11.2** above shall be cause for immediate termination of any Business Arrangement pursuant to which Vendor uses, discloses, accesses, receives, creates, or transmits PHI for or on behalf of Covered Entity.

11.4 Termination Upon Conclusion of Business Arrangements. Upon the expiration or termination of all Business Arrangements, either Covered Entity or Vendor may terminate this Agreement by providing written notice to the other Party.

11.5 Return of PHI Upon Termination. Upon termination of this Agreement for any reason, Vendor agrees either to return all PHI or to destroy all PHI received from Covered Entity that is in the possession or control of Vendor or its Subcontractors. In the case of PHI for which it is not feasible to return or destroy, Vendor shall extend the protection of this Agreement to such PHI and limit further uses and disclosure of such PHI. Vendor shall comply with other applicable state or federal law, which may require a specific period of retention, redaction, or other treatment of such PHI. This **Section 11.5** shall survive the expiration or termination of this Agreement and shall remain in effect for so long as Vendor maintains PHI.

**No Warranty.**

PHI IS PROVIDED SOLELY ON AN "AS IS" BASIS. THE PARTIES DISCLAIM ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

**Ineligible Persons.**

Vendor represents and warrants to Covered Entity that its directors, officers, and key employees: (i) are not currently excluded, debarred, or otherwise ineligible to participate in the federal health care programs as defined in 42 U.S.C. § 1320a-7b(f) of any state healthcare program (collectively, the "**Healthcare Programs**"); (ii) have not been convicted of a criminal offense related to the provision of healthcare items or services but have not yet been excluded, debarred, or otherwise declared ineligible to participate in the Healthcare Programs; and (iii) are not under investigation or otherwise aware of any circumstances which may result in Vendor being excluded from participation in the Healthcare Programs (collectively, the "**Warranty of Non-exclusion**"). Vendor representations and warranties underlying the Warranty of Non-exclusion shall be ongoing during the term, and Vendor shall immediately notify Covered Entity of any change in the status of the representations and warranties set forth in this **Section 13**. Any breach of this **Section 13** shall give Covered Entity the right to terminate this Agreement immediately.

**Equitable Relief.**

The Parties understand and acknowledge that any disclosure or misappropriation of any PHI in violation of this Agreement will cause irreparable harm, the amount of which may be difficult to ascertain, and therefore agree that either Party shall have the right to apply to a court of competent jurisdiction for specific performance and/or an order restraining and enjoining any such further disclosure or breach and for such other relief deemed appropriate. Such right shall be in addition to the remedies otherwise available at law or in equity.

**Entire Agreement.**

This Agreement constitutes the complete agreement between Vendor and Covered Entity relating to the matters specified in this Agreement and supersedes all prior representations or agreements, whether oral or written with respect to such matters. In the event of any conflict between the terms of this Agreement and the terms of the Business Arrangements or any such later agreement(s), the terms of this Agreement shall control unless the terms of such Business Arrangements are more strict with respect to PHI and comply with the Confidentiality Requirements, or the Parties specifically otherwise agree in writing. No oral modification or waiver of any of the provisions of this Agreement shall be binding on either Party to this Agreement; *provided, however* that upon the enactment of any law, regulation, court decision or relevant government publication and/or interpretive guidance or policy that a Party believes in good faith will adversely impact the use or disclosure of PHI under this Agreement, that Party may amend the Agreement to comply with such law, regulation, court decision or government publication, guidance or policy by delivering a written amendment to the other Party which shall be effective thirty (30) calendar days after receipt. No obligation on either Party to enter into any transaction is to be implied from the execution or delivery of this Agreement. This Agreement is for the benefit of, and shall be binding upon the Parties, their affiliates and respective successors and assigns.

## EXHIBIT D



### Seattle Fire Department

With

ESQ Solutions Inc.

## CONSULTANT AGREEMENT

Title: ePRC Software Services

**AGREEMENT NUMBER: 160147**

This Agreement is made and entered into by and between the City of Seattle ("the City"), a Washington municipal corporation, through its Fire department as represented by the Chief; and ESO Solutions Inc. ("Consultant"), a corporation of the State of Texas and authorized to do business in the State of Washington.

WHEREAS, Consultant and City have entered into a separate Subscription Agreement to which this Consultant Agreement is attached as an exhibit; and

WHEREAS, Consultant is performing additional development work on behalf of City which is further detailed in this Exhibit D.

**The Parties agree that the terms and conditions of this Exhibit E are in addition to, not in lieu of, the terms and conditions contained in the Subscription Agreement to which this Exhibit E is attached. In the event of a conflict between the language of this Exhibit E and the Subscription Agreement, the Subscription Agreement shall control.**

### 1. TERM OF AGREEMENT.

The term of this Agreement begins when fully executed by all parties, and ends upon the completion of the projects detailed under Attachment A to this Exhibit, unless amended by written agreement or terminated earlier under termination provisions.

### 2. TIME OF BEGINNING AND COMPLETION.

The Consultant shall begin the work outlined in the "Scope of Work" ("Work") included as Attachment A to this Exhibit D upon receipt of written notice to proceed from the City. The City will acknowledge in writing when the Work is complete. Time limits established under this Agreement shall not be extended because of delays for which the Consultant is responsible, but may be extended by the City, in writing, for the City's convenience or conditions beyond the Consultant's control.

### 3. SCOPE OF WORK.



The Scope of Work for this Agreement and the time schedule for completion of such Work are described in Attachment A, which is attached to and made a part of this Agreement.

The Work is subject to City review and approval. The Consultant shall confer with the City periodically, and prepare and present information and materials (e.g. detailed outline of completed Work) requested by the City to determine the adequacy of the Work or Consultant's progress.

#### 4. PAYMENT AND REIMBURSEMENT.

The Consultant shall be compensated at a firm fixed rate of \$37,790.00. The parties agree that the rate includes all direct, indirect, and overhead costs, including travel and living expenses, incurred by the Consultant in performance of the Services. There is no guarantee of a minimum amount of work or payment under this Agreement.

#### 5. PROMPT PAY.

##### Definitions

- A. An invoice is considered received when it is date-stamped at point of entry into the department. If the invoice is not date-stamped or otherwise marked as received by a department, the date of the invoice will be considered the date the invoice is received.
- B. A payment is considered made on the day it is mailed or is available.
- C. Disputed items include, but are not restricted to, improperly prepared invoices, lack of appropriate supporting documentation, unapproved staff or staff rates on the invoice, and unsatisfactory work product or services.

##### Prompt Payment to Consultant

- A. Timely Payment: Except as provided otherwise herein, payment for an invoice will be made to the Consultant within thirty (30) calendar days of receipt of the invoice.
- B. Disputed Items: The City may withhold payment for disputed items. The City will promptly notify the Consultant in writing, outlining the disputed items, the amount withheld and actions the Consultant must take to resolve the disputed items. The City default is to delay payment until a revised invoice is submitted and approved. However, the Consultant may request partial payment for the approved amounts, if the unapproved amount represents a small share of the total invoice. The City shall pay the revised invoice within thirty (30) calendar days of receipt.
- C. Interest Payment: The City will agree to pay one percent (1%) interest per month, for payments made after thirty (30) calendar days from receipt of an invoice, on undisputed invoice amounts.
- D. Legal Fees: In any action brought to collect interest due under this Section, the prevailing party is entitled to an award of reasonable attorney fees.

##### Prompt Payment to Subconsultants

- A. Cut-Off Date: Except as provided otherwise herein, payment for an invoice will be made to a subconsultant within thirty (30) calendar days of receipt by the Consultant. The Consultant may establish a monthly cut-off date of *(to be established by Prime)* that subconsultants must submit an invoice in order to assure 30-day payment.
- B. Disputed Items: The Consultant may withhold payment for disputed items. The Consultant will promptly notify the subconsultant in writing, outlining disputed items, the amount withheld and actions the subconsultant must take to resolve the disputed item(s). Such withheld amounts are limited only to items in dispute. The subconsultant can request partial payment for the approved amounts, or that the Consultant delay their entire payment until a revised invoice is submitted to and accepted by the Consultant. The Consultant shall pay the revised invoice within thirty (30) calendar days of receipt.
- D. Interest Payment: The Consultant will agree to pay one percent (1%) interest per month, for payments made after thirty (30) calendar days from receipt of an invoice, on undisputed invoice amounts.

E. Flow-Down Clauses: The Consultant shall require this provision in each subcontract of any tier.

**6. PAYMENT PROCEDURES.**

The Consultant shall submit an invoice after all deliverables have been approved and accepted by the City. Payment will be made within 30 days of receipt of a correct invoice.

The invoices should be submitted to: Seattle Fire

Department  
Attn: Jim Hominiuk  
PO Box 94729  
Seattle, WA 98124-4729  
[James.Hominiuk@seattle.gov](mailto:James.Hominiuk@seattle.gov)

**See attached checklist for further instructions.**

**Invoices must clearly display the following** (sub-consultants' invoices must also include this information):

- 
- Invoice Date and Invoice Number
  - City Project Manager Name: Rene LeBeau  
(Please do not put PM's name in the address)
  - Department Contract No. 160136
  - Contract Title: Implementation Services for Democracy Voucher Project
  - Period covered by the invoice
  - Task # and title
  - Employee's name and classification
  - Employee's all-inclusive hourly rate and # of hours worked
  - Total labor costs per task
  - Itemization of direct, non-salary costs (per task, if so allocated)
  - The following Sub-Consultant payment information will be provided (attach Sub-Consultant invoices as backup):
    - o Amount Paid to all Sub-Consultants for the invoice period (list separate totals for each Sub-Consultant).
    - o Cumulative To-Date amount paid to all Sub-Consultants (list separate totals for each Sub-Consultant).
  - Cumulative costs per task and for the total project
- 

**7. TAXES, FEES AND LICENSES.**

- A. Consultant shall pay and maintain in current status, all necessary licenses, fees, assessments, permit charges, etc. It the Consultant's sole responsibility to monitor and determine changes or the enactment of any subsequent requirements for said fees, assessments, or changes and to immediately comply.
- B. Where required by state statute, ordinance or regulation, Consultant shall pay and maintain in current status all taxes necessary for performance. Consultant shall not charge the City for federal excise taxes. The City will furnish Consultant an exemption certificate where appropriate.
- C. As authorized by SMC, the Director of Finance and Administrative Services may withhold payment pending satisfactory resolution of unpaid taxes and fees due the City.

**8. ADDRESSES FOR NOTICES AND DELIVERABLE MATERIALS.**

Deliver all official notices under this Agreement to:

If to the City: James Hominiuk Seattle  
Fire Department  
Fire Station #10 - SFD Headquarters Seattle, WA 98104  
[James.Hominiuk@seattle.gov](mailto:James.Hominiuk@seattle.gov)

206-386-1476

If to the Consultant: Scott Kelly  
ESO Solutions Inc.  
9020 N Capital of Texas Hwy Building 2 Suite 300  
Austin, TX 78759 [scott.kelly@esosolutions.com](mailto:scott.kelly@esosolutions.com) 512-308-6508

Deliver all deliverable materials under this Agreement to:

If to the City: James Hominiuk Seattle Fire  
Department  
Fire Station #10 - SFD Headquarters Seattle,  
WA 98104 [James.Hominiuk@seattle.gov](mailto:James.Hominiuk@seattle.gov)  
[206-386-1476](tel:206-386-1476)

If to the Consultant: Scott Kelly  
ESO Solutions Inc.  
9020 N Capital of Texas Hwy Building 2 Suite  
300  
Austin, TX 78759  
[scott.kelly@esosolutions.com](mailto:scott.kelly@esosolutions.com) 512-  
308-6508

**9. SOCIAL EQUITY REQUIREMENTS.**

Consultant shall not discriminate against any employee or applicant for employment because of race, color, age, sex, marital status, sexual orientation, gender identity, political ideology, creed, religion, ancestry, national origin, honorably discharged veteran or military status or the presence of any sensory, mental or physical handicap, unless based upon a bona fide occupational qualification. The Consultant shall affirmatively try to ensure applicants are employed, and employees are treated during employment, without regard to race, color, age, sex, marital status, sexual orientation, gender identity, political ideology, creed, religion, ancestry, national origin, honorably discharged veteran or military status or the presence of any sensory, mental or physical handicap. Such efforts include, but are not limited to employment, upgrading, demotion, transfer, recruitment, layoff, termination, rates of pay or other compensation, and training. Consultant shall seek inclusion of woman and minority business for subcontracting. A woman or minority business is one that self-identifies to be at least 51% owned by a woman and/or minority. Such firms do not have to be certified by the State of Washington but must be registered in the City Online Business Directory.

Inclusion efforts may include the use of solicitation lists, advertisements in publications directed to minority communities, breaking down total requirements into smaller tasks or quantities where economically feasible, making schedule or requirement modifications that assist WMBE businesses to compete, targeted recruitment, mentorships, using consultants or minority community organizations for outreach, and selection strategies that result in greater subconsultant diversity.

**10. INDEMNIFICATION.**

Omitted.

**11. INSURANCE.**

Insurance is required; however, insurance certification does not need to be submitted to the City. Consultant will maintain premises and vehicle liability insurance in force with coverages and limits of liability generally maintained by similarly situated consultants and workers compensation insurance as required by Washington State statutes.

**12. AUDIT.**

Omitted.

**13. INDEPENDENT CONSULTANT.**

ESQ Solutions, Inc.

*Subscription  
Agreement 092214*

- A. The Consultant is an independent Consultant. This Agreement does not intend the Consultant to act as a City employee. The City has neither direct nor immediate control over the Consultant or the right to control the manner or means by which the Consultant works. Neither the Consultant nor any Consultant employee shall be an employee of the City. This Agreement prohibits the Consultant to act as an agent or legal representative of the City. The Consultant is not granted express or implied rights or authority to assume or create any obligation or responsibility for or in the name of the City, or to bind the City. The City is not liable for or obligated to pay sick leave, vacation pay, or any other benefit of employment, nor to pay social security or other tax that may arise from employment. The Consultant shall pay all income and other taxes as due. The Consultant may perform work for other parties; the City is not the exclusive user of the services that the Consultant provides.
- B. If the City needs the Consultant to Work on City premises and/or with City equipment, the City may provide the necessary premises and equipment. Such premises and equipment are exclusively for the Work and not to be used for any other purpose.
- C. If the Consultant works on the City premises using City equipment, the Consultant remains an independent Consultant and does not as a City employee. The Consultant will notify the City Project Manager if/ he or any other Workers are within 90 days of a consecutive 36-month placement on City property. If the City determines using City premises or equipment is unnecessary to complete the Work, the Consultant will be required to work from its own office space or in the field. The City may negotiate a reduction in Consultant fees or charge a rental fee based on the actual costs to the City, for City premises or equipment.

#### **14. KEY PERSONS.**

Omitted.

#### **15. ASSIGNMENT AND SUBCONTRACTING.**

The Consultant shall not assign or subcontract its obligations under this Agreement without the City's written consent, which may be granted or withheld in the City's sole discretion. Any subcontract made by the Consultant shall incorporate by reference this Agreement, except as otherwise provided. The Consultant shall ensure that all subconsultants comply with the obligations and requirements of the subcontract. The City's consent to any assignment or subcontract does not release the consultant from liability or any obligation within this Agreement, whether before or after City consent, assignment or subcontract.

#### **16. FEDERAL DEBARMENT.**

The Consultant shall immediately notify the City of any suspension or debarment or other action that excludes the Consultant or any subconsultant from participation in Federal contracts. Consultant shall verify all subconsultants intended and/or used by the Consultant for performance of City Work are in good standing and are not debarred, suspended or otherwise ineligible by the Federal Government. Debarment shall be verified at <https://www.sam.gov>. Consultant shall keep proof of such verification within the Consultant records.

#### **17. CITY ETHICS CODE (SMC 4.16.010 TO .105).**

- A. Consultant shall promptly notify the City in writing of any person expected to be a Consultant Worker (including any Consultant employee, subconsultant, principal, or owner) and was a former City officer or employee within the past twelve (12) months.
- B. Consultant shall ensure compliance with the City Ethics Code by any Consultant Worker when the Work or matter related to the Work is performed by a Consultant Worker who has been a City officer or employee within the past two years.
- C. Consultant shall provide written notice to the City of any Consultant worker who shall or is expected to perform over 1,000 hours of contract work for the City within a rolling 12-month period. Such hours include those performed for the Consultant and other hours that the worker performed for the City under any other contract. Such workers are subject to the City Ethics Code, SMC 4.16. The Consultant shall advise their Consultant Workers.
- D. Consultant shall not directly or indirectly offer anything of value (such as retainers, loans, entertainment, favors, gifts, tickets, trips, favors, bonuses, donations, special discounts, work or meals) to any City employee, volunteer or official that is intended, or may appear to a reasonable person to be intended, to obtain or give special consideration to the Consultant. Promotional items worth less than \$25 may be distributed by the Consultant to City employees if the Consultant uses the items as routine and standard promotional materials. Any violation of this provision may cause termination of this Agreement. Nothing in this Agreement prohibits donations to campaigns for election to City office, so long as the donation is disclosed as required by the election campaign disclosure laws of the City and of the State.

**18. NO CONFLICT OF INTEREST.**

Consultant confirms that the Consultant or workers have no business interest or a close family relationship with any City officer or employee who was or will be involved in the consultant selection, negotiation, drafting, signing, administration or evaluation of the Consultant's work. As used in this Section, the term Consultant includes any worker of the Consultant who was, is, or will be, involved in negotiation, drafting, signing, administration or performance of the Agreement. The term "close family relationship" refers to: spouse or domestic partner, any dependent parent, parent-in-law, child, son-in-law, daughter-in-law; or any parent, parent in-law, sibling, uncle, aunt, cousin, niece or nephew residing in the household of a City officer or employee described above.

**19. ERRORS AND OMISSIONS, CORRECTIONS.**

Consultant is responsible for professional quality, technical accuracy, and the coordination of all designs, drawings, specifications, and other services furnished by or on the behalf of the Consultant under this Agreement. Consultant, without additional compensation, shall correct or revise errors or mistakes in designs, drawings, specifications, and/or other consultant services immediately upon notification by the City. The obligation provided for in this Section regarding acts or omissions resulting from this Agreement survives Agreement termination or expiration.

**20. INTELLECTUAL PROPERTY RIGHTS.**

- A. Omitted.
- B. The City may make and retain copies of instructional or technical documents prepared by the Consultant for its information and reference with their use on the project. The Consultant does not represent or warrant that such documents are suitable for reuse by the City or others, on extensions of the project or on any other project.

**21. PROPRIETARY AND CONFIDENTIAL INFORMATION.**

Omitted.

**22. DISPUTES.**

Any dispute or misunderstanding that may arise under this Agreement, concerning the Consultant's performance, shall first be through negotiations, if possible, between the Consultant's Project Manager and the City's Project Manager. It shall be referred to the Director and the Consultant's senior executive(s). If such officials do not agree upon a decision within a reasonable period of time, either party may decline or discontinue such discussions and may then pursue the legal means to resolve such disputes, including but not limited to alternative dispute resolution processes. Nothing in this dispute process shall mitigate the rights of the City to terminate the contract.

Notwithstanding all of the above, if the City believes in good faith that some portion of the Work has not been completed satisfactorily, the City may require the Consultant to correct such work prior to the City payment. The City will provide to the Consultant an explanation of the concern and the remedy that the City expects. The City may withhold from any payment otherwise due, an amount that the City in good faith finds to be under dispute, or if the Consultant provides no sufficient remedy, the City may retain the amount equal to the cost to the City for otherwise correcting or remedying the work not properly completed.

**23. TERMINATION.**

- A. For Cause: The City may terminate the Agreement if the Consultant is in material breach of this Agreement, and such breach has not been corrected to the City's reasonable satisfaction in a timely manner.
- B. For Reasons Beyond Control of Parties: Either party may terminate this Agreement without recourse by the other where performance is rendered impossible or impracticable for reasons beyond such party's reasonable control, such as, but not limited to, an act of nature, war or warlike operation, civil commotion, riot, labor dispute including strike, walkout or lockout, except labor disputes involving the Consultant's own employees, sabotage, or superior governmental regulation or control.
- C. For City's Convenience: The City may terminate this Agreement without cause and including the City's convenience, upon written notice to the Consultant.
- D. Notice: Notice of termination under this Section shall be given by the party terminating this Agreement to the other, not fewer than five (5) business days prior to the effective date of termination.
- E. Actions upon Termination: if termination occurs not the fault of the Consultant, the Consultant shall be paid for the services properly performed prior to termination, with any reimbursable expenses then due, but such compensation shall not exceed the maximum compensation to be paid under the Agreement. The Consultant agrees this payment shall fully and adequately compensate the Consultant and all subconsultants for all profits, costs, expenses, losses, liabilities, damages, taxes and charges of any kind (whether foreseen or unforeseen) attributable to the termination of this Agreement.



#### 24. CONSULTANT PERFORMANCE EVALUATION.

The Consultant's performance will be evaluated by the City at the conclusion of the contract. The Evaluation template can be viewed <http://www.seattle.gov/contracting/docs/ccPE.doc>.

#### 25. DEBARMENT.

Under SMC Chapter 20.70, the Director of City Purchasing and Contracting Services (CPCS), as hereby delegated by the Director of Finance and Administrative Services, may debar and prevent a Consultant from contracting or subconsultant with the City for up to five years after determining the Consultant:

- A. Received overall performance evaluations of deficient, inadequate, or substandard performance on three or more City contracts;
- B. Failed to comply with City ordinances or contract terms, including but not limited to, ordinance or contract terms related to woman and minority business utilization, discrimination, equal benefits, or other state, local or federal non-discrimination laws;
- C. Abandoned, surrendered, or failed to complete or to perform work on or for a City contract;
- D. Failed to comply with contract provisions, including but not limited to quality of workmanship, timeliness of performance, and safety standards;
- E. Submitted false or intentionally misleading documents, reports, invoices, or other statements to the City in connection with a contract;
- F. Colluded with another firm to restrain competition;
- G. Committed fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a contract for the City or any other government entity;
- H. Failed to cooperate in a City debarment investigation.

The CPCS Director or designee may issue an Order of Debarment under the SMC 20.70.050. Rights and remedies of the City under these provisions are besides other rights and remedies provided by law or under the Agreement.

#### 26. MISCELLANEOUS PROVISIONS.

- A. Amendments: No modification of this Agreement shall be effective unless in writing and signed by an authorized representative of each of the parties hereto.
- B. Background Checks and Immigrant Status: The City has strict policies regarding the use of Background checks, criminal checks and immigrant status for contract workers. The policies are incorporated into the contract and available for viewing on-line at <http://www.seattle.gov/business/WithSeattle.htm>
- C. Binding Agreement: This Agreement shall not be binding until signed by both parties. The provisions, covenants and conditions in this Agreement shall bind the parties, their legal heirs, representatives, successors and assigns.
- D. The Consultant, at no expense to the City, shall comply with all laws of the United States and Washington, the Charter and ordinances of the City of Seattle; and rules, regulations, orders and directives of their administrative agencies and officers. Without limiting the generality of this paragraph, the Consultant shall comply with the requirements of this Section.
- E. Omitted.
- F. Omitted.
- G. Captions: The titles of sections or subsections are for convenience only and do not define or limit the contents.
- H. Severability: If any term or provision is determined by a court of competent jurisdiction to be invalid or unenforceable, the remainder of this Agreement shall not be affected, and each term and provision shall be valid and enforceable to the fullest extent permitted by law.
- I. Waiver: No covenant, term or condition or the breach shall be deemed waived, except by written consent of the party against whom the waiver is claimed, and any waiver of the breach of any covenant, term or condition shall not be deemed a waiver of any preceding or succeeding breach of the same or any other covenant, term or condition. Neither the acceptance by the City of any performance by the Consultant after the time the same shall have become due nor payment to the Consultant for any portion of the Work shall constitute a waiver by the City of the breach or default of any covenant, term or condition unless otherwise expressly agreed to by the City in writing.
- J. Entire Agreement: Omitted.
- K. Negotiated Agreement: The parties acknowledge this is a negotiated agreement, that they have had this Agreement reviewed by their respective legal counsel, and that the terms and conditions of this Agreement are not to be construed against any party on the basis of such party's draftsmanship.



- L. No personal liability: No officer, agent or authorized employee of the City shall be personally responsible for any liability arising under this Contract, whether expressed or implied, nor for any statement or representation made or in any connection with this Agreement.

## **ATTACHMENT A TO EXHIBIT D STATEMENT OF WORK**

This Statement of Work ("**SOW**") is made and entered into as of the effective date of the Subscription Agreement to which this serves as Attachment A to Exhibit D ("**SOW Effective Date**") by and between the City of Seattle ("**Customer**") and ESO Solutions, Inc., a Texas corporation with a principal place of business at 9020 North Capital of Texas Highway, Building II-300, Austin, TX 78759 ("**Company**"), and is subject to the terms and conditions of the Agreement.

### **I. Description of Services and Milestones**

1. CAD Interface: One of ESO's experienced technicians will install ESO's CAD Interface onto Customer's system to allow the functional use of CAD data within ESO's software. ESO predicts that, with compliance from Customer's CAD vendor, ESO will be capable of completing installation of the CAD Interface described herein within two weeks of project initiation.
2. Cardiac Monitor Interface: Customer shall install ESO's Cardiac Monitor Interface application onto Customer's devices. ESO shall assist Customer in the installation process as a part of its implementation process, but the installation process shall be undertaken by Customer at Customer's facilities. The time frame for completion is dependent on Customer efforts.
3. ESO's Mobile Software: Customer will install ESO's mobile application on Customer's laptops, tablets, or other compatible mobile devices. ESO shall assist Customer in the installation process as a part of its implementation process, but the installation process will be primarily undertaken by Customer at Customer's facilities. The time frame for completion is dependent on Customer efforts.

### **Deliverables**

1. ESO's CAD Interface shall be installed by an ESO technician. The ESO CAD Interface is designed to bring CAD data into ESO's system for use by the end user as they document incidents.
2. ESO's Cardiac Monitor Interface transmits data from Customer's cardiac monitor to ESO's mobile software. The software will be made available to Customer, and installed by Customer with support from ESO.
3. ESO's Mobile application allows for the offline collection of patient health information while in a mobile usage setting, as well as cardiac monitor integration (described in point 2 of this section.)

### **Assumptions and Requirements**

1. The method in which ESO's CAD Interface is designed is dependent on the CAD system being used and the preference of the CAD system host and agency requesting the interface. It is important to note that there is development required on the part of the CAD vendor (and potentially, additional costs from the CAD vendor to Customer.) ESO may be unable to provide Deliverable I should Customer CAD Vendor be non-compliant with the requirements of this project, in which case Customer shall receive a full refund of CAD Interface fees as further described on Attachment B to Exhibit D.
2. ESO's Cardiac Monitor Interface will not function if Customer's cardiac monitors are not capable of transmitting data through either a cable connection, Bluetooth, or Wi-Fi.
3. ESO Mobile Software will only function on devices capable of meeting its technical specifications, attached hereto as Attachment C to Exhibit D.

### **II. Fees (indicate all that apply)**

**Fixed Price of \$37,790.00**

The above Fixed Price includes Materials and Expenses.

\_ The above Fixed Price does not include Materials and Expenses.

### III. **Not-to-Exceed Amount**

Under no circumstances shall the amounts payable under this SOW (including fees, materials and expenses) exceed \$37,790.00 (the "not-to-exceed amount").

### IV **Additional Terms**

The projects described in this SOW require Customer to complete ESO's ePCR implementation process before they can be undertaken. Projects may be delayed should ESO's ePCR implementation meet delays. All projects described herein require active Customer participation and may be subject to delays dependent on Customer's availability.

**ATTACHMENT B TO EXHIBIT D  
Statement of Work Pricing**

Customer has selected the following Services, at the fees indicated:

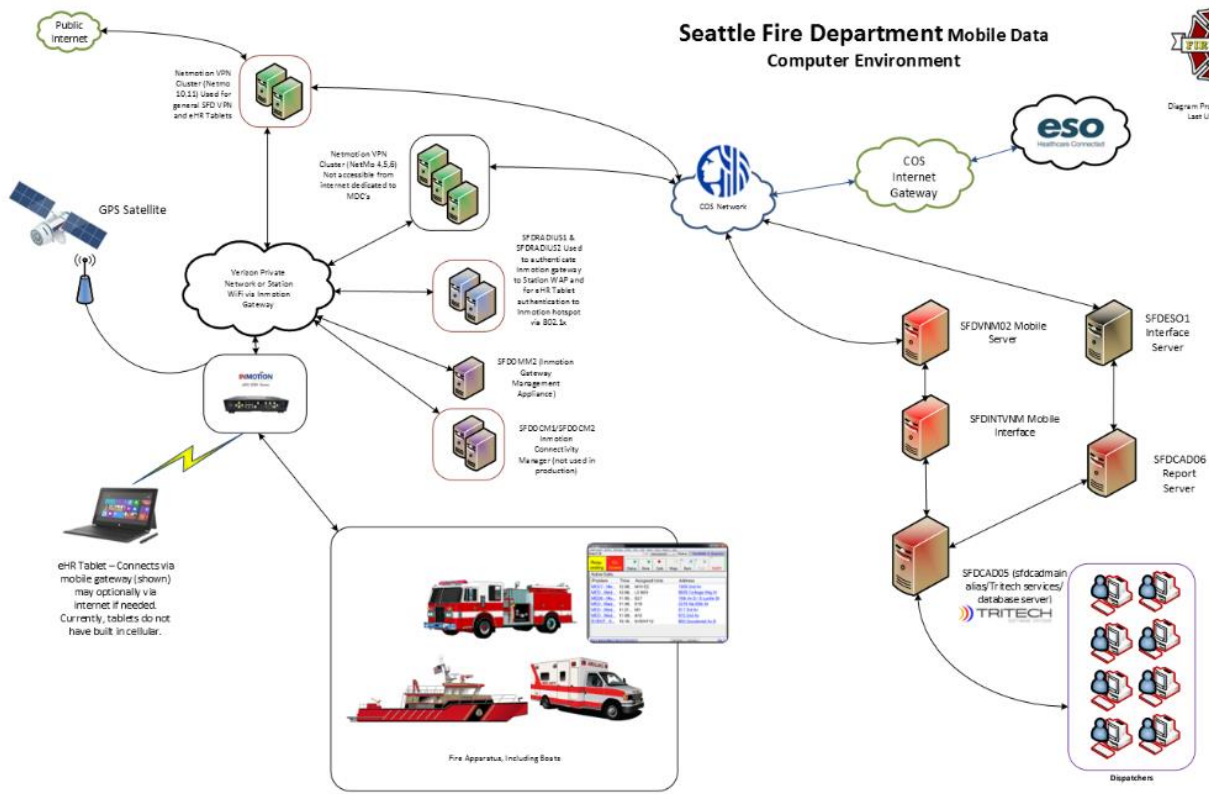
Product	Quantity	List Price	Total Price	Line Item Description
EHR Mobile	40.00	\$695.00	\$27,800.00	One-time unlimited mobile fee
Intedaoe - CAO (ESO APO lie@				\$5,995.00 OM-!!!1'MI
Iniedaoo - Monillor				\$3995.00 One-liim@lie@
		<b>Grand Total</b>	<b>\$37,790</b>	

**PAYMENT TERMS AND PAYMENT MILESTONES**

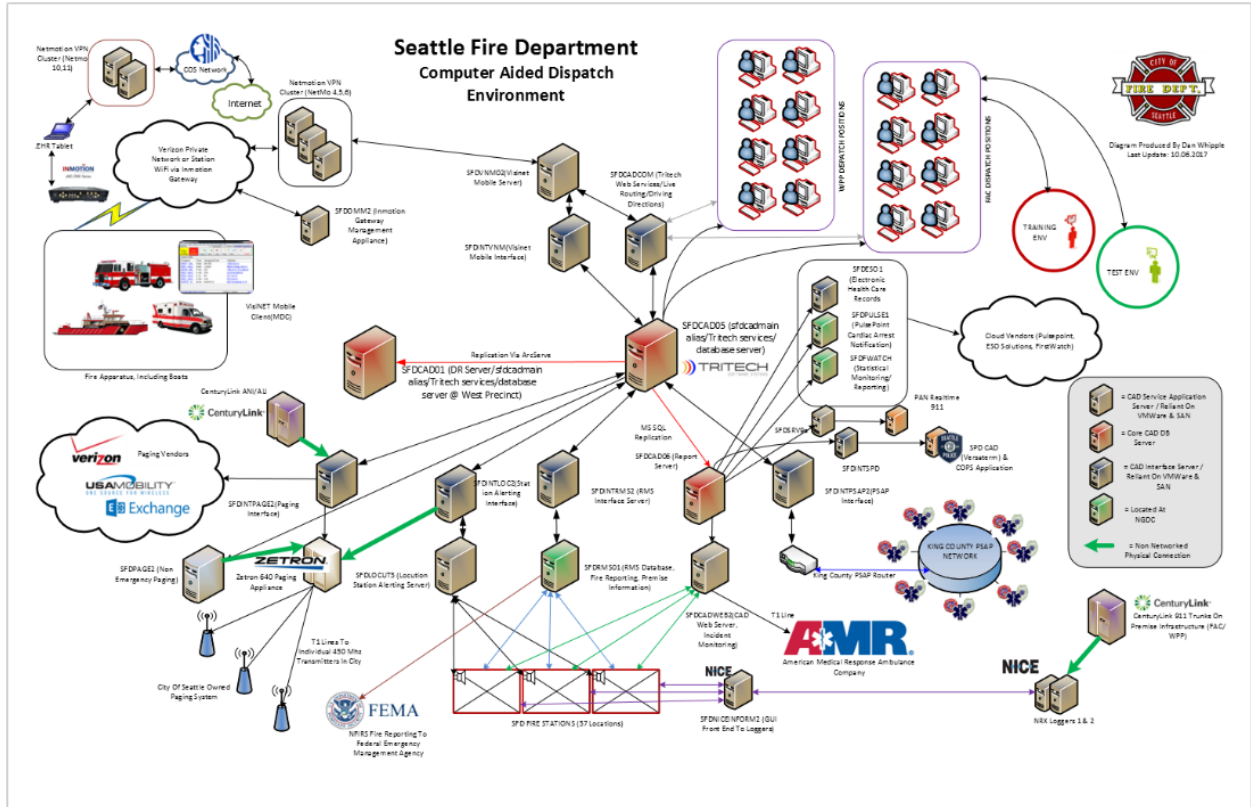
The fees detailed above are invoiced in advance commencing upon execution of this Statement of Work.



# Seattle Fire Department: Mobile Data Computer Environment



# Seattle Fire Department: Computer Aided Dispatch Environment



## **Training and Operational Resources**

**CAD Training Material: Incident Type Codes**



TYPE CODE	STANDARD RESPONSE	DESCRIPTION	USE	RELATED SOP
1RED	1 Fire Unit	Nearest engine or ladder code red	Dispatcher discretion type codes, used for when dispatcher is unsure of which type code to use or wants to increase resources for the response.	
3RED	1 Engine, 1 Ladder, 1 BC			
4RED	2 Engines, 1 Ladder, 1 BC			
ADV		Advised	Type code used primarily for documentation purposes	
AFA	Per 5-Level Response Plan	Auto Fire Alarm		
AFA4	2 Engines, 1 Ladder, 1 BC	AFA with Waterflow indication		
AFAF-Y	1 Fire Unit (Code Yellow)	Auto Fire Alarm, False		
AFAH	2 Engines, 1 Ladder, 1 BC, Air 9, DEP1, SAFT2  <b>HazMat Group:</b> E10, L1, A10, HAZ1, STAF10	Auto Fire Alarm, Hazardous Materials		
AFAR	1 Fire Unit	Auto Fire Alarm Residential		
AFARF-Y	1 Fire Unit (Code Yellow)	Auto Fire Alarm Residential False		
AID	1 Unit	Aid Response		
AIDF	2 Engines, 1 Aid Car	Freeway Aid Response		<a href="#">840</a>
AIDYEL-Y	1 Unit (Code Yellow)	Code Yellow Aid Response		

AIRCRAASH	5 Engines, 2 Ladders, 2 BCs, 1 Aid Car, 1 Medic Unit, Air 9, M44, DEP1, SAFT2, STAF10, REHAB1, RIG Engine, RIG Ladder	Aircraft Crash		<a href="#">700</a>
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TYPE CODE	STANDARD RESPONSE	DESCRIPTION	USE	RELATED SOP
<b>AIRSBY-y</b>	1 Fire Unit (Code Yellow)	Aircraft Standby	Mutual Aid to Boeing Field for Aircraft in Trouble	
ALBELL	1 Fire Unit	Alarm Bell Ringing		
AMA	1 Unit	Auto Medical Alarm		
AMB	Transfer to AMR	Transfer to AMR		<a href="#">385</a>
ANTIB-Y	2 Chempack Engines	Respond to North Chempack site for Antibiotic Deployment	For bioterrorism event, prophylaxis for SFD, SPD, Airlift NW & immediate families	<a href="#">605a</a>
ASPD-Y	1 Ladder (Code Yellow)	Assist Police		
BARK-Y	1 Fire Unit (Code Yellow)	Beauty Bark Fire		
BRSH	1 Engine	Brush Fire		<a href="#">715</a>
BRSHF	3 Engines, 1 BC	Brush Fire on Freeway		<a href="#">715</a>
BRSHMJ	5 Engines, 2 BCs, 2 Ladders, 1 Medic Unit, Air 9, DEP1, REHAB1, SAFT2, STAF10	Brush Fire Major	Incidents involving large scale brush fire incidents including those in green belts, parks (Discovery, Carkeek, Seward, etc.) areas adjacent to freeways or significant brush fires in any other region of the City where substantial vegetation is prevalent.	<a href="#">715</a>

BRSHX	2 Engines, 1 Ladder, 1 BC, SAFT2	Brush Fire With Exposures		<a href="#">715</a>
CAR	1 Engine	Car Fire		
CARF	2 Engines	Car Fire on Freeway		
TYPE CODE	STANDARD RESPONSE	DESCRIPTION	USE	RELATED SOP
CARX	2 Engines, 1 Ladder, 1 BC, SAFT2	Car Fire with Exposures		
CHEMP	1 Chempack Engine	Chempack Engine	Used only in association with HAZMAT MCI	<a href="#">605</a>
CHIM	1 Engine	Chimney Fire		
CO-Y	1 Ladder (Code Yellow)	Activated CO Detector		
COMED	1 Engine, 1 Ladder, 1 BC, 1 Medic Unit	Possible Patient		
DUMP	1 Engine	Dumpster Fire		
DUMPX	<b>2 Engines, 1 Ladder, 1 BC, SAFT2</b>	Dumpster Fire with Exposures		
ELEC	1 Engine	Electrical Problem		
EVENT	Event 10-15	Special Event (Mariners, Seahawks, Huskies, Seafair)	Sporting Events, concerts, fairs	<a href="#">505</a>
<b>EXPMAJ</b>	5 Engines, 2 Ladders, 1 BC, DEP1, Medic Unit, Aid Car, Air 9, M44, SAFT2, STAF10, REHAB1, RIG Engine, RIG Ladder	Major Explosion		

	<b>HazMat Group</b> E10, L1, A10, HAZ1, STAF10			
EXPMIN	2 Engines, 1 Ladder, 1 BC, M44	Minor Explosion		
FALSE-Y	1 Fire Unit (Code Yellow)	False Alarm		
FASTB	SAFT2 or 1 BC and SAFT2	Fast Back-up		<a href="#">302</a>
FIB	5 Engines, 2 BCs, 2 Ladders, 1 Aid Car, 1 Medic Unit, Air 9, M44, DEP1, REHAB1, RIG Engine, RIG Ladder SAFT2, STAF10	Fire In Building	Requires RIG response	
<b>TYPE CODE</b>	<b>STANDARD RESPONSE</b>	<b>DESCRIPTION</b>	<b>USE</b>	<b>RELATED SOP</b>
FIBHI	8 Engines, 3 BCs, 3 Ladders, 1 Aid Car, 1 Medic Unit, Air 9, M44, DEP1, REHAB1, RIG Engine, RIG Ladder SAFT2, STAF10, MAR5	Fire In High-Rise Building	Requires RIG response	
FIBRES	4 Engines, 2 BCs, 2 Ladders, 1 Aid Car, 1 Medic Unit, Air 9, M44, DEP1, SAFT2, STAF10 – 2-11 or greater REHAB1	Fire in Single Family Residence		
FIREF	2 Engines	Rubbish Fires on Freeway		
FIREWATCH	1 Fire Unit (Code Yellow)	Firewatch		
FOS	1 Fire Unit	Food on Stove		
FOSO-Y	1 Fire Unit (Code Yellow)	Food on Stove, Out by Occupant		

FUELSP-Y	1 Fire Unit (Code Yellow)	Fuel Spill		<a href="#">731</a> <a href="#">725</a>
FURN-Y	1 Fire Unit (Code Yellow)	Furnace Problem		
<b>GARAG</b>	<b>2 Engines, 1 Ladder, 1 BC, SAFT2</b>	Detached Garage Fire		
HANGA	1 Unit	Hang-up, Aid		<a href="#">390</a>
HANGF	1 Fire Unit	Hang-up, Fire		<a href="#">390</a>
HAZ	2 Engines, 1 Ladder, 2 BCs, 1 Medic Unit, Air 9, DEP1, SAFT2  <b>HazMat Group</b> E10, L1, A10, HAZ1, STAF10	Hazardous Material, Spill/Leak		<a href="#">730</a> <a href="#">731</a> <a href="#">732</a>
HAZADV	(Alert HazMat Team: E10, L1, A10)  HAZ1 (and E10 or L1) placed out of service	<b>Hazardous Material, Advised</b>		
<b>TYPE CODE</b>	<b>STANDARD RESPONSE</b>	<b>DESCRIPTION</b>	<b>USE</b>	<b>RELATED SOP</b>
HAZD	2 Engines, 1 Ladder, 2 BCs, 1 Medic Unit, DEP1, Air 9, SAFT2  <b>HazMat Group</b> E10, L1, A10, HAZ1, STAF10	<b>Hazardous Materials, Decontamination</b>		<a href="#">730</a> <a href="#">606</a>

	<p><b>Decon Group</b> E27, L7, DECON1, A14</p>			
HAZF	<p>5 Engines, 2 Ladders, 3 BCs, 1 Aid Car, 1 Medic Unit, DEP1, M44, SAFT2, <b>DECON1</b>, RIG Engine, RIG Ladder, Air 9,</p> <p><b>HazMat Group</b> E10, L1, A10, HAZ1, STAF10</p> <p><b>Decon Group</b> E27, L7, DECON1, A14</p>	Hazardous Materials with Fire		<a href="#">730</a>
HAZMCI	<p>5 Engines, 2 Ladders, 2 BCs, 2 Aid Cars, 3 Medic Units, MCI1, DEP1, SAFT2, Air 9, M44, E21 or E35</p> <p><b>HazMat Group</b> E10, L1, A10, HAZ1, STAF10</p> <p><b>Decon Group</b> E27, L7, DECON1, A14</p>	Hazardous Materials MCI	<p><b>Requires</b> associated Chempak responses <i>(use CHEMP type code)</i></p>	<a href="#">735</a>  <a href="#">605</a>
HAZRAD	<p>1 Engine, Air 9, 1 BC</p> <p><b>HazMat Group</b> E10, L1, A10, HAZ1, STAF10</p>	<b>Hazardous Materials Radiation</b>	Radiation Detected	<a href="#">734</a>

HAZWHT	1 Engine, 1 BC, Air 9  <b>HazMat Group</b>  E10, L1, A10, HAZ1, STAF10	Hazardous Materials Reduced Response	Use for <u>White Powder reports</u> or as HAZMAT reduced response	<a href="#">733</a>
HELPPF	1 Chief, 1 Fire Unit, <b>SPD</b>	HELP THE FIREFIGHTER		<a href="#">302</a>

TYPE CODE	STANDARD RESPONSE	DESCRIPTION	USE	RELATED SOP
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IAID	1 Fire Unit, MSO, 1 BC, SAFT2			
ILBURN-Y	1 Fire Unit (Code Yellow)	Illegal Burn		
IMED	1 Fire Unit, 1 Medic Unit, MSO, 1 BC, SAFT2			
IMED7	1 Fire Unit, 1 Unit, 1 Medic Unit, MSO, 1 BC, SAFT2			
INVEOS-Y	1 Fire Unit (Code Yellow)	Out of Service Investigation		
LINK	1 BC (to LCC 1263 6 Av S)	LINK Control Center (LCC)		<a href="#">890</a>
MARFIRES	5 Engines, 2 Ladders, 2 BCs, 1 Aid Car, 1 Medic, Air 9, DEP1, M44, SAFT2, REHAB1, RIG Engine, RIG Ladder, STAF10, PATRL4  <b>Water RIG Group</b>  L7, A14, R1	Marine Full Response on Shore	Fire in a marina, pier, boat, ship, or house boat and accessible from shore.	<a href="#">740</a> <a href="#">613</a> <a href="#">1000</a>

	<p><b>Marine Group</b> E36, FIREBOAT, E5/FRB5, B7, MRN1</p>			
MARFIREW	<p>2 Engines, 1 Ladder, 1 BC, 1 Aid Car, 1 Medic, Air 9, DEP1, M44, SAFT2, REHAB1, RIG Engine, RIG Ladder STAF10, PATRL4</p> <p><b>Water RIG Group</b> L7, A14, R1</p> <p><b>Marine Group</b> E36, FIREBOAT, E5/FRB5, B7, MRN1</p>	Marine Full Response on Water	Boat or ship fire on water; not accessible from shore at all.	<p><a href="#">740</a></p> <p><a href="#">613</a></p> <p><a href="#">1000</a></p>
TYPE CODE	STANDARD RESPONSE	DESCRIPTION	USE	RELATED SOP
MARSINKS	<p>1 Engine, 1 Ladder, 1 BC, DEP1, SAFT2, STAF10, PATRL4</p> <p><b>Water RIG Group</b> L7, A14, R1</p> <p><b>Marine Group</b> E36, FIREBOAT, E5/FRB5, B7, MRN1</p>	Vessel Sinking on Shore	Boat or ship sinking and accessible from shore	<p><a href="#">740</a></p> <p><a href="#">613</a></p> <p><a href="#">1000</a></p>



MARSINKW	<p>1 Engine, 1 Ladder, 1 BC, DEP1, SAFT2, STAF10, PATRL4</p> <p><b>Water RIG Group</b></p> <p>L7, A14, R1</p> <p><b>Marine Group</b></p> <p>E36, FIREBOAT, E5/FRB5, B7, MRN1</p>	Vessel Sinking on Water	Boat or ship sinking on the water; not accessible from shore at all.	<a href="#">740</a> <a href="#">613</a> <a href="#">1000</a>
MARSERV	PATRL4, FIREBOAT, E5/FRB5	Vessel Service Response	Service response for unit taking on water, mechanical issue, needs a tow.	<a href="#">740</a> <a href="#">613</a> <a href="#">1000</a>
MCI	4 Engines, 2 Ladders, 2 BCs, 2 Aid Cars, 3 Medic Units, DEP1, SAFT2, M44, MCI1, E21 or E35, STAF10 & Air 9	<b>Multiple Casualty Incident</b>		<a href="#">603</a>
MED	1 Unit, 1 Medic Unit	Medic Response		
MED1	1 Medic Unit	Single Medic Unit		<a href="#">380</a>
MED14	2 Fire Units, 1 additional Unit, 2 Medic Units, 1 BC, M44	MED14		<a href="#">611</a>
MED6	1 Unit, 1 Fire Unit, 1 Medic Unit	MED6		
MED7	1 Fire Unit, 1 Unit, 1 Medic Unit	MED7		
MEDF	2 Engines, 1 Medic Unit	<b>Medic Response Freeway</b>		<a href="#">840</a>

TYPE CODE	STANDARD RESPONSE	DESCRIPTION	USE	RELATED SOP
MONOF	5 Engines, 4 Ladders, 2 BCs, 1 Aid Car, 1 Medic Unit, Air 9, DEP1, <b>REHAB1</b> , RIG Engine, RIG Ladder  SAFT2, STAF10  <b>Technical Rescue Group</b>  L7, A14, R1, B5	Monorail Fire		
MUAID	1 Unit	Mutual Aid, Aid Response		<a href="#">375</a>
MUAIR	AIR240/AIR260, 1 BC	Mutual Aid, Air Unit		<a href="#">375</a>
MUENG	1 Engine and 1 BC	Mutual Aid, Engine		<a href="#">375</a>
MUHAZ	<b>1 Medic Unit, 1 BC, Air 9</b>  <i>HazMat Group</i>  E10, L1, A10, HAZ1, STAF10	Mutual Aid, Hazmat		<a href="#">375</a>
MULAD	1 Ladder and 1 BC	Mutual Aid, Ladder		<a href="#">375</a>
MUMAR	1 Medic Unit , Air 9  <b>Marine Group</b>  E36, FIREBOAT, E5, B7, MRN1	Mutual Aid, Marine		<a href="#">375</a>
MUMED	1 Medic Unit	Mutual Aid Medic		<a href="#">375</a>

MUSTAL	2 Medic Units & M44	Mutual Aid, ALS Strike Team		<a href="#">375</a>
MUSTBL	5 Units, 1 BC and M44	Mutual Aid, BLS Strike Team		<a href="#">375</a>
MUSTE	5 Units, 1 BC			
MUSTL	3 Ladders, 1 BC	Mutual Aid, Ladder Strike Team		<a href="#">375</a>
TYPE CODE	STANDARD RESPONSE	DESCRIPTION	USE	RELATED SOP
MUTF	3 Engines, 1 Ladder, 1 BC	Mutual Aid, Structure Fire Task Force		<a href="#">375</a>
MUTFA	2 Engines, 1 Ladder, 1 Medic, 1 BC	Mutual Aid, Aircraft Task Force		<a href="#">375</a>
<b>MUTFBL</b>	2 Engines, 2 Aid Cars, M44, 1 BC	Mutual Aid, BLS Task Force		<a href="#">375</a>
MUTFTR	1 Medic Unit <b>Technical Rescue Group</b> L7, A14, R1, B5	Confined Space, Water, Trench, Rope, or Heavy Rescue Mutual Aid Task Force		<a href="#">375</a>
<b>MVI</b>	1 Unit	Motor Vehicle Incident	<i>Formerly MVA</i>	
MVIF	2 Engines, 1 Aid Car	<b>Motor Vehicle Incident Freeway</b>	<i>Formerly MVAF</i>	<a href="#">840</a>
MVIFM	2 Engines, 1 Medic Unit, 1 Aid Car	<b>Motor Vehicle Incident Freeway Medic</b>		

MVIM	2 Units, 1 Medic Unit	Motor Vehicle Incident Medic		<a href="#">840</a>
<b>NGL</b>	1 Engine, 1 Ladder, 1 BC	Natural Gas Leak	Broken line size less than 2" in diameter	
NGLMJ	5 Engines, 2 Ladders, 2 BCs, DEP1, SAFT2, Medic Unit, Aid Car, Air 9  <b>HazMat Group</b> E10, L1, A10, HAZ1, STAF10	Major Natural Gas Leak	Broken line 2" or more in diameter or smaller line that is endangering multi-family residential	<a href="#">850</a>
NGO	1 Ladder	Natural Gas, Odor		
<b>ODOR-y</b>	1 Fire Unit (Code Yellow)	Odor, Unknown		
PAASPD-Y	1 Fire Unit , 1 BC (Code Yellow)	Public Assembly, Assist <b>SPD</b>	Overcrowding complaint from CD or <b>SPD</b>	<a href="#">766</a>
TYPE CODE	STANDARD RESPONSE	DESCRIPTION	USE	RELATED SOP
<b>RECONMAR</b>	Fire Unit	Fire or Marine	Dispatch on all water responses to either incident location or caller location; E5, E36, L7 are NOT the Recon Unit. Page to Marine Group, Technical Rescue, PTRL4	
<b>RECONRES</b>	Fire Unit	Water Rescue	Dispatch on all water responses to either incident location or caller	

			location; E5, E36, L7 are NOT the Recon Unit. Page to Marine Group, Technical Rescue, PTRL4	
RESCAR	2 Engines, 1 Ladder, 1 BC, 1 Medic Unit, 1 Aid Car, M44, SAFT2	Automobile Extrication	"One patient trapped inside, only one vehicle, that is on all four wheels"	<a href="#">757</a>
RESCS	2 Engines, 1 Ladder, 1 BC, 1 Medic Unit, 1 Aid Car, Air 9, DEP1, SAFT2, STAF10, M44  <b>Confined Space Group</b> E36, L7, B5, A14, R1, MRN1	Confined Space Rescue		<a href="#">755</a>
RESELV-Y	1 Ladder (Code Yellow)	Elevator Rescue		
TYPE CODE	STANDARD RESPONSE	DESCRIPTION	USE	RELATED SOP
RESHVY	2 Engines, 1 Ladder, 1 BC, 1 Medic Unit, 1 Aid Car, DEP1, SAFT2, STAF10, M44  <b>Technical Rescue Group</b> L7, A14, R1, B5	Heavy Rescue	<ul style="list-style-type: none"> <li>▪ Victims are trapped in more than one vehicle</li> <li>▪ Victims are trapped under or are pinned by a vehicle</li> <li>▪ The vehicle is off the road or difficult to access</li> <li>▪ The vehicle is not on all four wheels</li> <li>▪ The extrication involves commercial type trucks, trains or heavy equipment</li> <li>▪ Vehicles crashed into buildings, <b>regardless of whether or not victims are trapped</b>, due to structural stability hazard.</li> <li>▪ Extrication situations that seem unusually complex</li> </ul>	<a href="#">757</a> <a href="#">758</a>

RESICE	1 Engine, E16, 1 BC, 1 Ladder, 1 Aid Car, 1 Medic Unit, DEP1, SAFT2, STAF10, M44, PTRL4  <b>Technical Rescue Group</b> L7, A14, R1, B5	Ice Rescue		<a href="#">756</a>
RESLOC-Y	1 Ladder (Code Yellow)	Lock In/Lock Out		
TYPE CODE	STANDARD RESPONSE	DESCRIPTION	USE	RELATED SOP
<b>RESMAJ</b>	5 Engines, 2 Ladders, 2 BCs, 1 Aid Car, 1 Medic Unit, Air 9, DEP1, SAFT2, STAF10, M44  <b>Technical Rescue Group</b> L7, A14, R1, B5	Major Heavy Rescue	Any manpower intensive or unusually complex rescue incident. This includes <i>(but is not limited to)</i> building collapses, roof or floor collapses, train derailments, etc.	<a href="#">758</a>
RESROP	2 Engines, 2 Ladders, 1 BC, 1 Medic Unit, 1 Aid Car, DEP1, SAFT2, STAF10, M44  <b>Technical Rescue Group</b> L7, A14, R1, B5	Rope Rescue		<a href="#">759</a>
RESSBW	1 Engine, 1 Medic Unit, PTRL4,  <i>Water RIG Group</i> L7, A14, R1  <b>Marine Group</b>	Rescue Standby, Water	Supports Law Enforcement in an advisory capacity or provides technical assistance.	<a href="#">759</a>

	E36, FIREBOAT, E5/FRB5, B7, MRN1			
RESSBY	1 Engine, 1 BC, 1 Medic Unit, L7, A14, R1,	Rescue Standby	For a high-angle trespasser or jumper	<a href="#">759</a>
RESTR	1 Engine, 1 Ladder, 1 BC, 1 Medic Unit, 1 Aid Car, Air 9, DEP1, SAFT2, STAF10, M44  <b>Technical Rescue Group</b> L7, A14, R1, B5	Trench Rescue		
RESWA	Fireboat, 2 Engines, 1 Ladder, 1 BC, 2 Medic Units, 1 Aid Car, M44, SAFT2, PTRL 4, B7, E5/FRB5  <b>Technical Rescue Group</b> L7, A14, R1, B5	Rescue, Salt or Freshwater	Rescue Incident in Body of Salt or Freshwater  <ul style="list-style-type: none"> <li>• 2 victims or less</li> <li>• small in scope</li> <li>• EXAMPLE: Overturned canoe, pleasure boat sinking, passenger car into body of salt or freshwater</li> </ul>	<a href="#">740</a> <a href="#">756</a> <a href="#">613</a> <a href="#">1000</a>
RESWAM	5 Engines, 2 Ladders, 1 BC, DEP1, 2 Medic Units, 1 Aid Car, M44, SAFT2, PTRL 4, STAF10  <b>Technical Rescue Group</b> L7, A14, R1, B5	Rescue, Salt or Freshwater MAJOR	MAJOR Rescue Incident in a Body of Salt or Freshwater  <ul style="list-style-type: none"> <li>• 3 victims or more</li> <li>• Large in scope</li> </ul>	<a href="#">740</a> <a href="#">756</a> <a href="#">613</a> <a href="#">1000</a>

	<b>Marine Group</b> E36, FIREBOAT, E5/FRB5, B7, MRN1		<ul style="list-style-type: none"> <li>Complex Rescue Situation</li> <li>EXAMPLE: Plane crash into Lake Union, pier collapse, bus or other large vehicle crashed into a body of salt or freshwater</li> </ul>	
RMC	1 BC	Chief Officer to RMS	Initiate RMC Operations	
RUBBISH	1 Engine	Rubbish Fire, No Exposure		
SHED	1 Engine	Detached Shed Fire		
SOV14	2 Fire Units, 1 additional Unit, 1 Aid Unit , 2 Medic Units, 2 BC, M44, SAFT2	Scence of Violence MED14		<a href="#">365</a> <a href="#">611</a>
SOV7	1 Fire Unit, 1 Aid Unit, 1 Medic Unit, 1 BC, M44	Scence of Violence MED7		<a href="#">365</a>
SOVMC	4 Engines, 2 Ladders, 2 BCs, 2 Aid Cars, 3 Medic Units, DEP1, SAFT2, M44, MCI1, E21 or E35, STAF10 & Air 9	Scence of Violence Mass Casualty Incident		<a href="#">603</a>
SPD	Call transfer to <b>SPD</b>	Transfer to <b>SPD</b>		<a href="#">385</a>
SPDSBY-Y	1 Engine, M44, 1 BC (Code Yellow)	Standby with <b>SPD</b>	Bomb Threats, etc.	<a href="#">768</a>
SPILL-Y	1 Fire Unit (Code Yellow)	Non-HazMat Spill/Leak		<a href="#">731</a> <a href="#">725</a>



<b>TANKER</b>	3 Engines, 2 Ladders, 1 BC, 1 Medic Unit, 1 Aid Car, DEP1, HOSE WAGON, REHAB1, RIG Engine, RIG Ladder, SAFT2, STAF10, Air 9	Tanker Fire		<a href="#">725</a> <a href="#">731</a>
TEST	Any	MIS Test	Testing CAD	
TNKFRM	5 Engines, 2 Ladders, 2 BCs, 1 Aid Car, 1 Medic Unit, Air 9, DEP1, M44, HOSE WAGON, DECON1, RIG Engine, RIG Ladder, SAFT2  <b>HazMat Group</b>  E10, L1, A10, HAZ1, STAF10  <b>Decon Group</b>  E27, L7, DECON1, A14	Tank Farm		<a href="#">725</a> <a href="#">731</a>
TRAINF	5 Engines, 2 Ladders, 2 BCs, 1 Aid Car, 1 Medic Unit, Air 9, DEP1, M44, HOSE WAGON, DECON1, RIG Engine, RIG Ladder, SAFT2  <b>HazMat Group</b>  E10, L1, A10, HAZ1, STAF10	Train Derailment with Fire and/or HazMat		<a href="#">750</a>
TRAINR	2 Engines, 1 Ladder, 1 BC, 1 Medic Unit	Reduced Response to Opposite End of Burlington Northern Tunnel	Must be used when any full response is sent to the Burlington Northern tunnel	<a href="#">860</a>
TRANSF	1 Engine	Transformer Fire		
TUNAIID	1 Aid Car, 1 Engine, 1 Ladder, 1 BC, SAFT4	Aid Response to Tunnel Under Construction	FOR TUNNELS UNDER CONSTRUCTION ONLY	<a href="#">775</a>

<b>TUNF</b>	5 Engines, 2 Ladders, 1 BC, 1 Aid Car, 1 Medic Unit, DEP1, M44, SAFT2, REHAB1, RIG Engine, RIG Ladder, STAF10, Air 9 and MVU1  <b>Tunnel Group</b>  L7, E36, E5, A14, R1, B5, MRN1	Fire in Tunnel Under Construction	FOR TUNNELS UNDER CONSTRUCTION ONLY	<a href="#">775</a>
TUNMED	1 Aid Car, 1 Engine, 1 Ladder, 1 Medic Unit, 1 BC	Medic Response to Tunnel Under Construction	FOR TUNNELS UNDER CONSTRUCTION ONLY	<a href="#">775</a>
TUNRES	2 Engines, 1 Ladder, 1 BC, 1 Aid Car, 1 Medic Unit, DEP1, SAFT2, STAF10, M44, Air 9 and MVU1  <b>Tunnel Group</b>  L7, E36, E5, A14, R1, B5, MRN1	Rescue in Tunnel Under Construction	FOR TUNNELS UNDER CONSTRUCTION ONLY	<a href="#">775</a>
<b>VAULT</b>	4 Engines, 2 Ladder, 2 BC, 1 Aid Car, 1 Medic Unit, DEP 1, Air 9, SAFT2, STAF10, Vault Fire Group	Vault Fire	ELECTRICAL VAULT OR SUBSTATION FIRE	<a href="#">780</a> <a href="#">602</a>
WATMI-Y	1 Ladder (Code Yellow)	Minor Water Job		
WATMJ	2 Engines, 1 Ladder, 1 BC, SAFT2	Major Water Job		
WIRES	1 Fire Unit	Wires Down, Suspected Energized		



## IT Support Services for City Technology

### Engineering and Operations

This division designs, implements, operates, and supports technology solutions and resources in accordance with city wide architecture and governance. Responsibilities for this division include:

- Primary communications networks that provide public safety and constituent access to and from City government; the telephone system, the data network, and Public Safety Radio System. Responsible for sustaining all three systems operating as close to 100% availability as possible 24 hours a day, seven days a week.
- Design, acquisition, installation, maintenance, repair and management of fiber optic cables on behalf of City departments and approximately 20 other local, state and federal agencies.
- Procurement requests, allocation, operation and maintenance of city wide and departmental servers, virtual enterprise computing and SAN storage environments for large scale mission critical applications in a secure, reliable, 24/7 production environment for enterprise computing.
- Allocation, operation and maintenance of enterprise level services like messaging services, web access, file sharing, user management and remote access solutions.
- Collaborate with Enterprise Architecture team to develop standards for information technology equipment and software.
- Service Desk and technical support services for City's computers, peripherals, electronic devices and mobile device management.
- Centralized IT asset management to include research, procurement request, surplus and asset transfer.
- Facility management for a reliable production computing environment to the City departments.
- Support for other enterprise services and tools.

### Compute System Technologies

This team manages the operations and maintenance of computing infrastructure, including servers, storage, backup and recovery, and enterprise support systems (e.g., Active Directory, VPN, etc.). The team is also responsible for safeguarding systems and data by performing required security patches, updates, and backups to ensure systems operate at as close to 100% availability as possible 24x7. Units within this group include:

**Systems Operations.** The team is focused on delivering the computing environment across multiple departments. The team has technical expertise to design, integrate, and operate a secure, reliable computing environment. Key technologies include Windows, Solaris, IBM AIX, and Linux.

**Enterprise Services.** Enterprise Services (ES) are large scale infrastructure and application services used by the City of Seattle end user community. This includes both SaaS and NGDC hosted infrastructure and application services. The team is responsible for EA vendor management, system administration, upgrades and technical support. Key technologies includes Microsoft Active Directory (AD), Distributed File System (DFS), Exchange Online, Office 365 and SharePoint Online infrastructure.

**Infrastructure Tools.** The team provides a single focus for the design, planning, deployment and maintenance of standard enterprise infrastructure monitoring and management tools. This includes system performance (Solarwinds, SCOM), configuration management (SCCM, WSUS), and monitoring and system management (Trend Micro, CRM, Vipre).

**Virtual and Data Infrastructure.** This team engineers and operates reliable, flexible, performant virtualized Windows, UNIX and Linux platforms and their related technologies in direct support of critical business applications. Key technologies include Solaris, Unix, Linux, Windows, and vmWare, and the associated virtualization Nutanix, IBM LPAR, and Solaris hardware.

The team also engineers and operates reliable, flexible, performant storage and data protection solutions to host and protect critical business data of all types, leveraging SAN, NAS, object, and cloud technologies. Key technologies include Dell Compellent, Quantum, Hitachi, NetApp, Cloud storage, Brocade fiber channel switching, and Commvault.

**Network And Communications Technologies**

This team is responsible for designing, installing, operating, and maintaining data, voice, radio, fiber optic, and structured cabling infrastructure that integrates with other technologies to provide access to resources used by City departments and the public we serve. Units within this group include:

**Network Engineering & Operations.** The Network Services team engineers, operates and maintains the City's data network, including data center core networks, the internet perimeter, the network backbone, and local area networks that support systems and users across the City. This group designs, acquires, installs, maintains, repairs, and manages an enterprise data network that aligns with City architectures and standards. This group also participates in development of those standards and provides tier 2 and 3 end user support. This team supports technologies that include routing, switching, load balancing, enterprise Wi-Fi, DNS/DHCP/NTP, and network security (including firewalls, VPN appliances, certificate infrastructure, network access control, and web filtering.)

**Telecommunication Engineering & Operations.** The Telecommunications Services team engineers, operates, and maintains a highly-reliable enterprise telephone and contact center infrastructure. This group supports end user move and change activity and provides tier 2 and 3 support. The Telecommunication Services team acquires, installs, maintains, and repairs telecommunications equipment and manages commercial telephony circuits. It supports technologies that include VoIP, circuit-switched telephony, voice mail, contact center services (including call routing scripts), audio conference bridges, commercial telephony services, SONET, and WDM.

**Radio & Communications Infrastructure.** This team delivers radio services for public safety and other government departments. It provides extremely reliable infrastructure and support for end user mobile and portable radio equipment. The group installs and maintains communications equipment inside 911 dispatch centers and City vehicles, with primary support to SPD and SFD. The team also supports regional planning, maintenance, interoperability testing, and projects (including PSERN and Washington OneNet) in partnership with other local, state, and federal agencies. This team also designs, acquires, installs, maintains, repairs, and manages in-building structured

cabling systems and outside plant fiber optic and copper cable infrastructure for the City and approximately 20 external public agency partners. Technologies include trunked and conventional land mobile radio, microwave radio and other wireless communications systems (including point-to-multipoint and mesh networks,) distributed antenna systems, routing/MPLS, DS3/T1/DACS, outside plant cable infrastructure (including fiber and copper,) and structured cabling infrastructure.

## **End User Support**

This team is responsible for providing a single point of contact for IT technical support, trouble ticket and service request resolution and referral services to other IT workgroups, and for communication for all changes, patches, upgrades and standards changes. The team is also responsible for providing technical support for the City's desktop computers, peripherals, electronic devices and mobile devices. Units within this group include:

**Service Desk.** The Service Desk team provides a single point of contact for Seattle IT services, promptly resolving incidents and service requests when first contacted whenever possible, escalating issues accurately and efficiently, and keeping users and partners aware of service status and changes.

**Device Support.** This team provides direct customer support for end user computing to all departments within the City and tier 2 escalation support and management of centralized end user computing applications and hardware. requests.

**Device Engineering.** This team engineers and deploys software packages for end user applications, device drivers, patches, security updates and custom packages as required. This team evaluates and recommends hardware and software for end user standards. In addition, this team provides tier 3 escalation support and management of centralized end user computing applications and hardware.

**Asset Management.** This team is responsible tracking and inventory controls for city wide IT assets including desktops, laptops, printers, servers, switches, and miscellaneous Information Technology infrastructure. In addition to inventory control, the team will be forecasting replacement cycles for equipment based on City standards to promote a stable computing environment.

## **IT Operations Support**

The IT Operations Support team is responsible for management of Information Technology facilities (including data centers and communications equipment rooms), and installation and cabling equipment within those facilities. This team provides the enterprise Network Operations Center (NOC) that monitors alerts, performs initial incident analysis, dispatches tier 2 and 3 technical support, and provides initial incident communication for network infrastructure and computing systems managed by Engineering and Operations. Units within this group include:

**Installation Management.** This team installs networking and computing equipment in data centers, communications rooms and wiring closets; installs and maintains network

cabling within data centers and equipment rooms according to City standards; and supports repair and end user move and change activity (including telephone move projects).

**IT Operations Center.** This team manages facilities which support City computing and communications services. This includes managing access to facilities, coordinating vendors, maintaining records (including data center inventory management), and, where applicable, monitoring facility systems (including CRUs, fire alarms, water detection sensors, UPS systems, and power consumption). This team also staffs the NOC that monitors alerts from network infrastructure and computing systems, performs initial problem analysis, dispatches appropriate tier 2 and 3 technical support team(s), and provides initial incident communication.

### **Application Services**

This division designs, develops, integrates, implements, and supports application solutions in accordance with city wide architecture and governance. Its teams are organized to support business functions or service groups. The integration of application services will be completed gradually in 2017, with details of the organization and integration process still under development.

#### **Applications**

These teams will provide development and support for applications that include customer relationship management, billing, finance, human resources, work and asset management and records management.

#### **Shared Platforms**

These teams will provide development and support for applications that include engineering, spatial analysis, business intelligence, analytics, SharePoint Online and document management.

#### **Cross Platform Services**

These teams will provide support to application teams, including quality assurance, change control, database administration, integration services, and access management activities.

## Appendix L: CTO Notification of Surveillance Technology

Thank you for your department's efforts to comply with the new Surveillance Ordinance, including a review of your existing technologies to determine which may be subject to the Ordinance. I recognize this was a significant investment of time by your staff; their efforts are helping to build Council and public trust in how the City collects and uses data.

As required by the Ordinance (SMC 14.18.020.D), this is formal notice that the technologies listed below will require review and approval by City Council to remain in use. This list was determined through a process outlined in the Ordinance and was submitted at the end of last year for review to the Mayor's Office and City Council.

The first technology on the list below must be submitted for review by March 31, 2018, with one additional technology submitted for review at the end of each month after that. The City's Privacy Team has been tasked with assisting you and your staff with the completion of this process and has already begun working with your designated department team members to provide direction about the Surveillance Impact Report completion process.

Please let me know if you have any questions.

Thank you,

Michael Mattmiller  
Chief Technology Officer

Technology	Description	Proposed Review Order
<b>Emergency Scene Cameras</b>	Photos at incidents (not retained after transmission per department policy) are collected as part of the investigation and documentation of emergency responses and may include photographs of identifiable individuals and property.	1
<b>Hazmat Camera</b>	This wireless system transmits pictures related to hazardous materials sites to document and identify clean up and management requirements.	2
<b>Computer-Aided Dispatch</b>	Computer-aided dispatch (CAD) is used to initiate public safety calls for service, dispatch, and to maintain the status of responding resources in the field. It is used by 911 dispatchers as well as by officers using mobile data terminals (MDTs) in the field. Use is opt-in, but individuals may enter personally-identifying information about third-parties without providing notice to those individuals.	3