



Product Portfolio

2020



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THE COMPANY

HISTORY

Emergency Reporting is the largest cloud-based Fire records management solution (RMS) in the world. Integrated with EMS for easy, one-report filing of NFIRS and NEMSIS data, ER provides industry-leading solution that allow Fire & EMS departments to run their entire operations efficiently and effectively, enhancing both firefighter and citizen safety. The company provides the easiest-to-use, most powerful system on the market and migrates over 50 agencies per month from their old RMS to ER's.

Founded in 2003, Emergency Reporting was envisaged to streamline reporting for fire (NFIRS) and emergency medical services (EMS), then grew to include complete (RMS). The company's founders remain involved in daily operations and committed to providing the most powerful yet affordable SaaS solutions.

Today, more than 484,000 first responders at nearly 6,800 Fire/Rescue and EMS agencies of all sizes - including more than 170 DoD/military installations worldwide and large entities with self-contained Fire & EMS services like NASA, nuclear power plants, hospitals, and oil refineries - are supported by Emergency Reporting.

COMPANY FOUNDERS

While working as a volunteer firefighter and GIS consultant near Bellingham, Washington, Adrian Mintz realized that gathering actionable data for fire and EMS incidents was a problem for his department. Adrian combined a web-based records management service with high-tech GIS reporting capabilities. Adrian then partnered with web development specialist Dave Adams. Dave and Adrian began to work on a web-based system used for data collection and analysis and soon Emergency Reporting was born.

Dave Adams

Chief Revenue Officer & Co-Founder



An entrepreneur and innovator, Dave co-founded Emergency Reporting in 2003, and has 29 years of sales, marketing, and web development expertise. Previously, Dave worked in the start-up world and founded Waterfront Marketing, which he sold in 2005. A 1988 graduate of Western Washington University, Dave was a founding member of the Whatcom Business Alliance, and has served on numerous boards and enjoys mentoring startups.

Adrian Mintz

Chief Product Officer & Co-Founder



An active Firefighter/EMT, Adrian has 22 years as a fire officer, fire instructor, firefighter, EMT, and technical rescue specialist. As a co-founder of Emergency Reporting, Adrian excels in his role of product owner where he works with clients ranging from fire departments (large and small) to enterprise contracts with the DoD. Adrian holds a master's degree in geographic information systems from Prescott College and a BA from Western Washington University.

MAJOR SUCCESSES

Since inception, Emergency Reporting has overcome many challenges, reached major milestones, and implemented many technology advancements. Emergency Reporting was the first software company to offer fully integrated, web-based NFIRS and NEMSIS documentation capabilities. Today, Emergency Reporting is fully compliant with the latest NFIRS and NEMSIS reporting standards.

GSA-APPROVED VENDOR

Emergency Reporting is an approved vendor on the GSA Schedule under contract number GS-35F-0345S (Reporting Systems, Inc.). The GSA Schedule allows government entities to purchase Emergency Reporting services directly with no competitive bid. Military-grade security, low cost, and ease of use make Emergency Reporting the most desirable selection for federal agencies.

DEPARTMENT OF DEFENSE & FEDERAL ADOPTION

Today Emergency Reporting has 170 Department of Defense and federal installations around the globe, including military bases, NASA, federal airports, the CDC, a nuclear power facility, military fire departments, ambulance services, hospitals, and other government organizations with first response capabilities. Emergency Reporting is the exclusive provider of records management software for the United States Army and United States Marine Corps through enterprise contracts.



INTERNATIONAL EXPANSION

Both via the DoD and civilian departments, Emergency Reporting continues to expand outside of the United States. Emergency Reporting currently has an international presence in Germany, Italy, South Korea, Japan, Canada, and Colombia, among others.

INDUSTRIAL FIRE DEPARTMENTS

In addition to their federal and international presence, numerous industrial fire departments such as oil refineries and Lockheed Martin have found Emergency Reporting to be an outstanding solution for their unique records management needs.

NEMSIS 3 CERTIFICATION

In 2016/17 Emergency Reporting received NEMSIS 3.3.4 and 3.4.0 certification, which validated the solution as the only online system with NEMSIS 3, NFIRS, and Risk Assessment technology.

VISION RISK ASSESSMENT™

Building on their core belief in actionable data, Emergency Reporting joined forces with the CFAI (Commission Fire Accreditation International) in 2006 to develop their industry-leading VISION Risk Assessment™ software. The VISION Risk Assessment™ tool supports community Risk Assessment programs and help support the accreditation process for fire departments across the nation. The VISION Risk Assessment™ tool also helps fire departments better comply with NFPA 1300 - Standard on Community Risk Assessment and Community Risk Reduction Plan Development.

CAD INTEGRATIONS

After establishing strategic relationships with Spillman Technologies, Inc. and MED3000, Inc. to provide interface tools for real-time CAD data input, Emergency Reporting eventually expanded their partnerships to more than 50 CAD vendors.

CORE VALUES

Emergency Reporting is committed to providing outstanding products, world-class service, and superior support. Emergency Reporting measures each business decision against their core values to ensure the best possible outcome for all of their customers and employees.

INDUSTRY INTEGRITY

The fire service has a long tradition of courage, loyalty, and selfless public service. In seeking to maintain those traditions at Emergency Reporting, they ensure that all of their products and services meet or exceed both state, federal, and where applicable, international level requirements.

CONSISTENT INFORMATION

As a technology company, Emergency Reporting works with fast-paced innovations in web technology and develops in an Agile environment. They continually strive to produce solutions that are smart, affordable, and reliable in the field.

TEAM APPRECIATION

Teams thrive on mutual trust, respect, and appreciation. The Emergency Reporting team has more than 496 years of Fire & EMS service experience and one of their main priorities is treating their employees like family.

ONGOING RELEVANCE VIA DIRECT CUSTOMER INPUT

Emergency Reporting's customers drive new product development and ongoing improvements through direct communication with their network of regional representatives, their training team, their support division, and through their online feedback system, the Idea Exchange. Here users can review, promote, and suggest new features through a convenient, online voting system. Emergency Reporting product owners use this forum to guide the development of the product and shape it into a tool that meets the customer's real-world needs.

FIRE SERVICE ADVOCACY

Emergency Reporting is honored to contribute to an industry that prevents harm, saves lives, and builds communities. The Emergency Reporting system helps improve efficiency, effectiveness, and safety for both first responders and citizens. Emergency Reporting strives to have their customers to spend less energy documenting their activities and more on what really matters: service delivery.

RESPONSIBLE STEWARDS

Thousands of municipalities have trusted Emergency Reporting with their businesses, reputations, and sensitive data. Emergency Reporting is HIPAA-compliant and ensures that patient and employee data is safe. Emergency Reporting has had the same ownership for 17 years, which helps provide stability and trustworthiness to their customers.



THE PRODUCTS

BENEFITS OF CLOUD-BASED SOFTWARE

From the beginning, Emergency Reporting has embraced cloud-based technologies that are revolutionizing human communication and data management. Here are some of the primary benefits of Emergency Reporting's cloud-based system for first responders:

DISASTER RECOVERY

The Information Technology team works tirelessly to ensure that all data is safe and secure. Emergency Reporting operates from multiple, redundant data centers across the country including in the Microsoft Azure environment for commercial customers and Microsoft Azure Government for Ultra Secure customers. Automatic backups occur every five seconds amongst the data centers. This means customers will never lose their information in the event of a flooded basement or power surge.

AUTOMATIC UPDATES

Customers don't have to do anything to get the most up-to-date version of Emergency Reporting. Every time users log on, they're benefiting from every bug fix, security patch, and feature upgrade.

PREDICTABLE EXPENSES

Users of Emergency Reporting don't have to worry about buying or maintaining expensive, on-site servers that may break at any time. Each agency pays one flat rate and can have as many users logged in as they need—all at the same time and for no extra charge.

WORK FROM ANYWHERE

Cloud-based systems are accessible from any device with an Internet connection. Emergency Reporting maintains a completely secure connection between their servers and users devices regardless of whether they're logged in at the station, on a smartphone at home, or on a laptop in the field.

DATA SECURITY

While the growing technology in the Fire/EMS service can keep firefighters safer and better prepared for their job, there is an increased risk. Every 39 seconds, there is a cyberattack. These attacks can hijack technological systems and jeopardize the ability for first responders to save lives. In general, utilizing software providers that care about security is imperative. Emergency Reporting understands that data security is imperative for first response agencies, and they've always made it a top priority. Emergency Reporting software is hosted in the Microsoft Azure secure environment and is trusted by many government agencies including the United States Army and the National Institutes of Health Division of Fire and Rescue Services. Emergency Reporting handles both ransomware offense and defense using the cloud. They employ trained security professionals and follow industry best practices to help protect users' critical data.

PACKAGES



FIRE AND EMS PACKAGE

Emergency Reporting provides the industry's best platform for managing entire public safety agencies. Putting good data in and extracting useful information out has never been easier. The Fire and EMS solution combines NFIRS and NEMSIS 3 into a single incident report.

- All-in-one NEMSIS and NFIRS report eliminates double data entry.
- Easy-to-use interface.
- Basic EMS and NEMSIS 3 eFax, EMS billing, and API integration with leading third-party ePCR vendors.
- Field-friendly ePCR - Optimized for tablet-based workflow.
- Autofill data for recurring patients.
- Dynamic NFIRS real-time validation.
- 16 modules for daily operations.
- Comprehensive fire prevention occupancy/inspection solution.
- Training & Certifications - API integration with leading fire content providers.
- Asset management - Equipment and apparatus maintenance.
- Powerful system reports and analytics tools.
- Business intelligence and data visualization tools.
- Improve your ability to win local, state, and federal grants with higher quality data.
- Secure and reliable - Hosted in Microsoft Azure.
- Unlimited users per agency.
- Accessible anywhere, cloud-based, with no software to install.
- Customer success - Implementation, onboarding, training, support, and ER community.



FIRE PACKAGE

The Fire Solution provides NFIRS-compliant incident reporting trusted by over 6,000 departments worldwide.

- Dynamic NFIRS real-time validation.
- Easy-to-use interface.
- 16 modules for daily operations.
- Comprehensive fire prevention occupancy/inspection solution.
- Training & Certifications - API integration with leading fire content providers.
- Comprehensive Length of Service Awards Program (LOSAP) tracking.
- Asset management - Equipment and apparatus maintenance.
- Powerful system reports and analytics tools.
- Business intelligence and data visualization tools.
- Improve your ability to win local, state, and federal grants with higher quality data.
- Secure and reliable - Hosted in Microsoft Azure.
- Unlimited users per agency.
- Accessible anywhere, cloud-based, with no software to install.
- Customer success - Implementation, onboarding, training, support, and ER community.



EMS PACKAGE

The EMS Solution provides field-friendly, NEMSIS 3-compliant ePCRs that enable crews to quickly complete their reports.

- Field-friendly ePCR - Optimized for tablet-based workflow.
- Basic EMS and NEMSIS 3 - eFax, EMS billing, and API integration with leading third-party ePCR vendors.
- ePCRs automatically sent to the state upon completion.
- Autofill data for recurring patients.
- Training & Certifications - API integration with leading fire content providers.
- Asset management - Equipment and apparatus maintenance.
- Powerful system reports and analytics tools.
- Business intelligence and data visualization tools.
- Secure and reliable - Hosted in Microsoft Azure.
- Unlimited users per agency.
- Accessible anywhere, cloud-based, with no software to install.
- Customer success - Implementation, onboarding, training, support, and ER community.



ULTRA-SECURE

Emergency Reporting Ultra Secure provides enhanced security within the Microsoft Azure Government environment for managing entire Fire and Emergency Services (F&ES) departments. The Federal Solution provides NFIRS-compliant incident reporting trusted by the Navy Safety Center.

- All-in-one NEMSIS and NFIRS report eliminates double data entry.
- GSA contract number GS-35F-0377S, pages 118-122, under Emergency Reporting's designated Federal Government reseller, E-9 Corporation.
- Basic EMS and NEMSIS 3 - eFax, EMS billing, and API integration with leading third-party ePCR vendors.
- Field-friendly ePCR - Optimized for tablet-based workflow.
- Autofill data for recurring patients.
- Dynamic NFIRS real-time validation.
- 16 modules for daily operations.
- Comprehensive fire prevention occupancy/inspection solution.
- Training & Certifications - API integration with leading fire content providers.
- Asset management - Equipment and apparatus maintenance.
- Powerful system reports and analytics tools.
- Business intelligence and data visualization tools.
- Meets DoD security requirements - Hosted in Microsoft Azure.
- Unlimited users per agency.
- Accessible anywhere, cloud-based, with no software to install.
- Customer success - Implementation, onboarding, training, support, and Emergency Reporting community.

Emergency Reporting federal customers within the Department of Defense, Department of Energy, and Department of Veterans Affairs (VA) are required to maintain compliance with stringent cybersecurity guidelines. To meet those guidelines the Emergency Reporting Federal Package, Ultra Secure Cloud, offers the following advantages:

- Security certifications for server hosting, including FedRAMP high-level certifications, NIST 800.171 (DIB), ITAR, IRS 1075, DoD L4, and CJIS.
- Common Access Card (CAC) authentication for military servicemembers that require the highest level of security for user authentication.
- Risk Management Framework (RMF) compliance in process.
- NIST 140-2 compliant encryption to ensure data in transit is protected.



PREVENTION PACKAGE

The Prevention Package from Emergency Reporting makes accessing and editing occupancy, structure, and hydrant data for an agency's coverage area, completing pre-fire planning forms, and performing on-site inspections easy. It enables users to store photos and send violation notices, emails, or fines from a mobile tablet and collect electronic signatures. The Emergency Reporting records management modules included with this package are Occupancy/Inspections/Permits, Hydrants, Daybook, Events, Library, Calendar, My Profile, Message Center, Reports & Admin.

Within the Prevention Package there are a wide range of products to help support the development of a Community Risk Reduction (CRR) plan and CPSE accreditation.

- **Reports Module:** Within the Reports Module agencies can quickly and easily run real-time reports to identify emerging trends, deploy assets to mitigate risks, and evaluate the effectiveness of their CRR program.
- **Events Module:** Use the Events Module to document and track community involvement for CPSE accreditation.
- **Occupancy Module:** Use the Occupancy Module to develop a detailed database of fire hydrants, occupancies, fire protection systems, and hazards, which gives agencies the ability to complete a detailed analysis of their service area and aids in the CRR process.

Features of the product include the ability to:

- Complete on-site electronic inspections and pre-plan forms.
- Manage and record occupancy inspections by Type, Form, Zone/District, Scheduled, Assigned Inspector, Shift, and Station.
- Collect electronic signatures and attach violation images.
- Update records quickly and easily.
- Email inspection completion notices to occupants and owners.
- Report code enforcement and life safety inspections with a database of owner/occupancy information, including permits.
- Unlimited concurrent user access.
- Accessible from any device or operating system.
- Open API for unlimited integration potential.

EMERGENCY REPORTING FOR COUNTIES

When utilizing the Emergency Reporting platform across an entire county, data-driven decisions become simpler with shareable inspection reports and hydrant, occupancy, and apparatus data. Emergency Reporting's countywide fire software is fully customizable so each agency within the county can choose the package that works best for them. Agencies can also utilize FirstPCR, the electronic one sheet made specifically for first responders that documents patient information related to EMS calls right into the user's Emergency Reporting account.

The Countywide Solution offers all the benefits of Emergency Reporting including industry-standard compliance with NFPA 1500, NFPA 1710/1720, and NFPA 1300. Agencies can improve their average ISO scores as a county and enhance their Community Risk Reduction programs.

STATE PACKAGES:



PENNSYLVANIA (PENNFIRS)

The PennFIRS Package by Emergency Reporting is a powerful set of tools for tracking and reporting NFIRS incident data to Pennsylvania's Office of the State Fire Commissioner.



NORTH DAKOTA (NDFIRS)

Emergency Reporting, on behalf of the North Dakota State University (NDSU) and the State Fire Marshal's Office, offers North Dakota Departments a free, web-based NFIRS reporting software to report their incidents directly to the State Fire Marshal's Office and U.S. Fire Administration.



WYOMING (WYFIRS)

Emergency Reporting, on behalf of the State Fire Marshal's Office, is proud to offer Wyoming Departments a free, web-based NFIRS reporting software solution to report their incidents directly to the State Fire Marshal's Office and U.S. Fire Administration.



NEMSIS ONLY PACKAGE

The NEMSIS Only Package by Emergency Reporting delivers industry-leading tools for reporting NEMSIS data to federal and state agencies. Departments can gather basic information about medical calls with the Incidents module and view that data in the Reports module.



NFIRS ONLY PACKAGE

The NFIRS Only Package helps primarily volunteer agencies do a lot more with a limited amount of time. Departments can capture and track data in the Incidents module and use the Reports module to understand more about their calls then deliver it all to NFIRS in one click.

MODULES

The user interface for Emergency Reporting is split into modules reflecting operational areas that first response organizations manage daily. This design makes it easier for users to organize and access the data that they need to do their jobs.

Below is a brief description of each module:

DAYBOOK MODULE

The Daybook offers many benefits, including the ability for individuals with system access to receive daily notifications to match their preferences and unique job responsibilities. These notifications contain links directly to the appropriate records or modules and may include:

- Messages from HQ and other agency personnel, like critical safety alerts and equipment-out-of-service notices.
- Specific Incident and Patient care reports that require the individual's attention
- NFIRS or NEMSIS export status
- Scheduled and overdue Occupancy Inspections, with optional filters
- Overdue and Scheduled Training, with optional filters
- Daily Log is auto populated with the following entries as they are completed in their respective system modules:
 - Incidents
 - Training Classes
 - Maintenance Items
 - Rig Checks
 - Events
 - Inspections

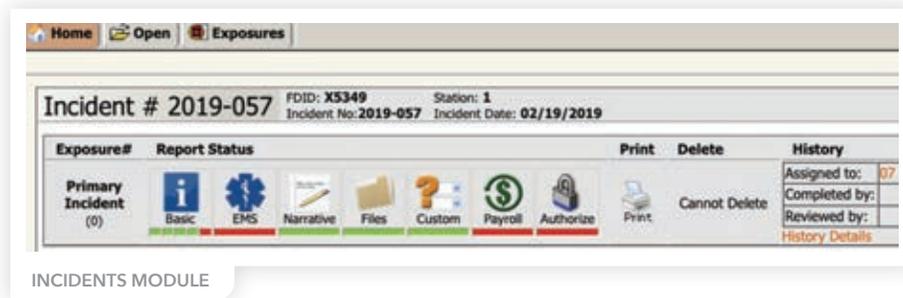
Personnel may also manually enter, track, and report on other activities, like physical fitness sessions, station maintenance, department meetings, and more.



INCIDENTS MODULE

The Incidents module allows users to create, edit, review, and submit documentation related to all types of emergency responses. Emergency Reporting pre-loads accounts with dropdown lists of all necessary NFIRS and NEMSIS codes and descriptions, so users can select the appropriate values to easily complete their reports. Users can also configure many other agency-specific dropdowns like response zones and stations.

The system dynamically walks report submitters through each step of the reporting process, expanding appropriately as information is provided. A status bar at the top of the report screen automatically tracks the progress of each report to completion, verifying which sections are in compliance with NFIRS and NEMSIS requirements and which ones need additional information.

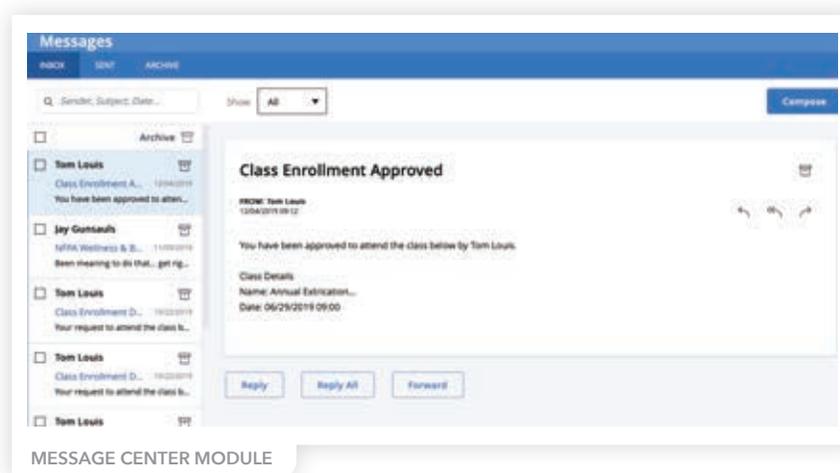


Each report contains an authorization page that provides links to the specific areas of the report that require attention: users must complete all locally and nationally required fields before submitting a report for review. Incidents can be reviewed for quality assurance programs prior to being marked ready for submission to the State or FEMA; any reports that reviewers find unacceptable can be sent back to field staff for editing and resubmission.

If any neighboring agencies are also Emergency Reporting users, then both can take advantage of the “Agency Friends” feature. This feature allows users in the same state to share and receive information between departments. Once both departments have Agency Friends configured, they will have the option to grant access to information from five categories: Apparatus, Hydrants, Incidents, Occupancy, and Personnel. Everything in Agency Friends is “Read Only”. “Friended” agencies cannot make any changes to another department’s Emergency Reporting account, so they can be sure that it will not be altered and that it is safe and secure within the Emergency Reporting network. If the user’s department gives or receives mutual (or automatic) aid or has a contract for services with other agencies, this feature can be especially useful. It will allow them to obtain incident information from another agency’s Emergency Reporting account, such as incident number, FDID, state, and apparatus on scene, to use in their own NFIRS report for easy completion of required fields.

MESSAGE CENTER MODULE

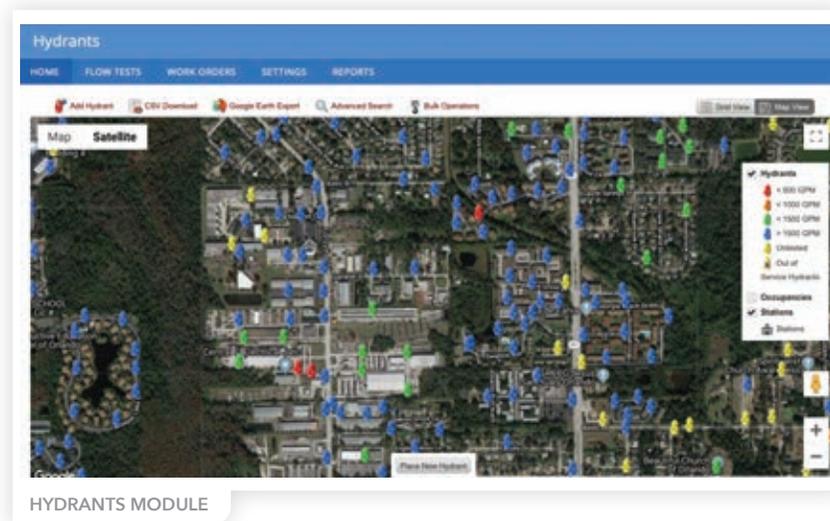
Unlike standard email systems, the Message Center is a spam-free internal communication tool where personnel can send messages to individuals and groups or broadcast critical notices to all users. These messages appear on each user’s Home Screen at the top of their personalized notifications when they are logged into the system. Messages can also be sent to an external email address if desired.



HYDRANTS MODULE

Emergency Reporting's Hydrants module helps to consolidate water supply records for easy access, reporting, maintenance scheduling, and field work.

- Easy-to-follow online forms help record hydrant locations, manufacturer and replacement information, maintenance records, and flow test data.
- A Bulk Operations tool makes fast, easy work of routine tasks like printing, scheduling maintenance, creating work orders, and changing settings for large numbers of hydrant records.
- Importing existing hydrant records (including flow test data) from most other systems is quick and easy.
- An additional feature when using the Hydrants module on a mobile device with GPS enabled is the ability to select the most appropriate street address to associate with a hydrant based on its latitude and longitude coordinates.
- With the Google Maps Integration, hydrants are color-coded based on NFPA 291 - Recommended Practice for Fire Flow Testing and Marking of Hydrants.



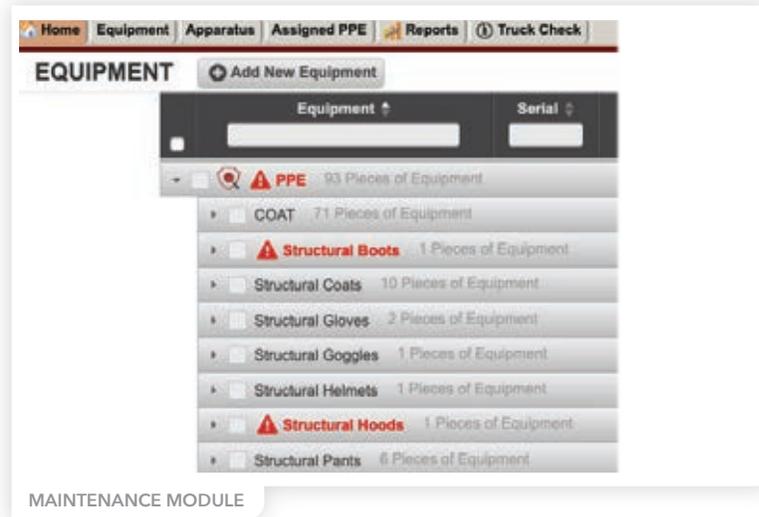
MAINTENANCE MODULE

In Emergency Reporting's Maintenance module, users can easily manage all of their station's equipment and apparatus. It allows users to track the status, location, and service life of the agency's apparatus, as well as SCBA and bunker gear, hoses, defibrillators, and more.

Maintenance Module Features:

- Electronically conduct apparatus inspections with Emergency Reporting Rig Checks and have them automatically uploaded to the Maintenance module.
- Assign equipment to individual personnel, an apparatus, a station (or all three).
- Generate maintenance requests for any apparatus or equipment.
- Track apparatus/equipment maintenance histories.
- Plan for equipment replacement and track equipment costs.

- Customize equipment categories to meet the department's needs.
- Integrates with Emergency Reporting Safety Analytics product
- Track PPE for NFPA 1851 - Standard on Selection, Care, and Maintenance of Protective Ensembles for Structural Fire Fighting and Proximity Fire Fighting and NFPA 1852 - Standard on Selection, Care, and Maintenance of Open-Circuit Self-Contained Breathing Apparatus (SCBA).



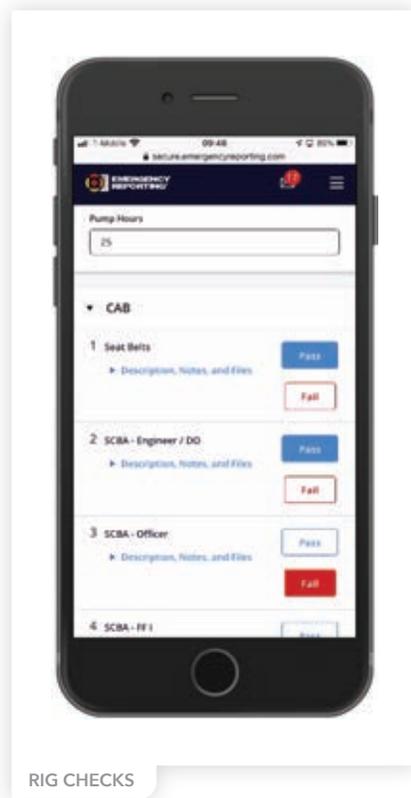
RIG CHECKS (INCLUDED IN MAINTENANCE MODULE)

Electronically conduct apparatus inspections with Emergency Reporting Rig Checks and have them automatically uploaded to the Maintenance module.

Rig Checks Features:

- Easy-to-use interface and intuitive design features.
- Better comply with NFPA 1911 - Standard for the Inspection, Maintenance, Testing, and Retirement of In-Service Emergency Vehicles
- Ability to search for apparatus by name, station ID, vehicle number.
- Ability to filter apparatus by name, in-service/out of service, incomplete checks, and rigs assigned to your station.
- Ability to create and edit custom checklists in draft form, preview, and publish.
- Ability to order compartments up and down the list while creating checklists.
- Edits to checklists and active Rig checks auto saved.
- Ability to add pictures of compartments.
- New Rig checks optimized for mobile devices including tablets and phones.
- Start and end time, and person completing Rig checks recorded.
- Ability to view apparatus check history and view completed Rig checks.

- Powerful checklist creator.
- Easy to duplicate and assign existing checklists to other apparatus.
- Easy to manage all apparatus and equipment checklists through easy-to-use interface and powerful search and filter tools.
- Ability to create, perform, and submit a Rig check from multiple device types and browsers, including smart phones.
- Rig Check history records available from the Maintenance module.
- New report to query rig check data.
- Unlimited checklists and compartments.

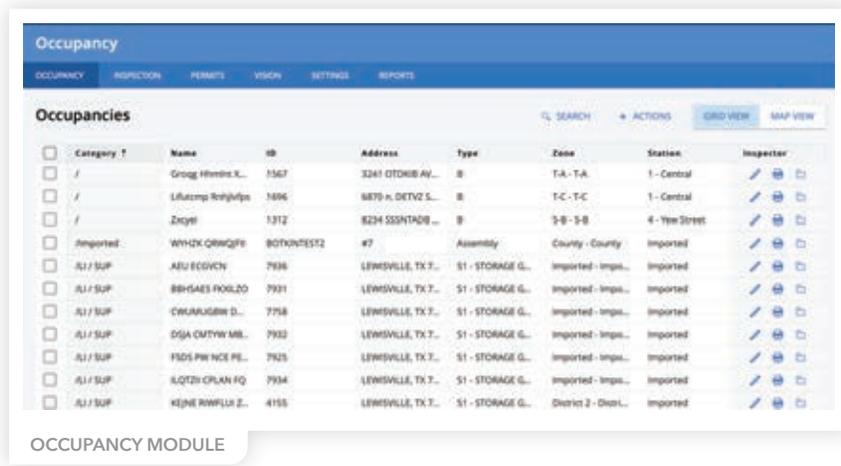


OCCUPANCY MODULE

In the Occupancy module, users can manage valuable data for buildings and other structures in their agency's coverage area. Many Emergency Reporting customers use the Occupancy module to increase the tracking and efficiency of annual fire inspections, plan reviews, code enforcement, and pre-incident fire planning. The Occupancy module allows users to compile and manage essential occupancy data for buildings and other structures within your coverage area like building details, contact information, and pre-incident plans. This module aids in the CRR process by enabling departments to develop a detailed database of fire hydrants, occupancies, fire protection systems, hazards, assessed values, and more, which allows for the ability to complete a detailed analysis of the service area.

Occupancy module features :

- Complete demographic details including occupancy categories and sub-categories and types, customizable to the jurisdiction's fire code(s).
- Occupancy Contact Information for any contact type.
- Inspection and Permit assignments, schedules, and history.
- Pre-fire plans.
- Fire Protection Systems tracking and fire-flow information from the jurisdiction's hydrant system.
- Unlimited audio, video, and other document file storage for records associated with an occupancy.



The screenshot displays the 'Occupancy' module interface. At the top, there is a navigation bar with tabs for 'OCCUPANCY', 'INSPECTION', 'PERMITS', 'VISION', 'SETTINGS', and 'REPORTS'. Below the navigation bar, the title 'Occupancies' is followed by search and view options: 'SEARCH', 'ACTIONS', 'GRID VIEW', and 'MAP VIEW'. The main content is a table with the following columns: 'Category 1', 'Name', 'ID', 'Address', 'Type', 'Zone', 'Station', and 'Inspector'. The table contains several rows of data, including entries for 'Grogg Hensley', 'Lifecamp', 'Zicyll', and several 'Imported' entries for 'Storage G.' in 'Lewesville, TX'. Each row has a checkbox on the left and a set of icons (edit, delete, etc.) on the right.

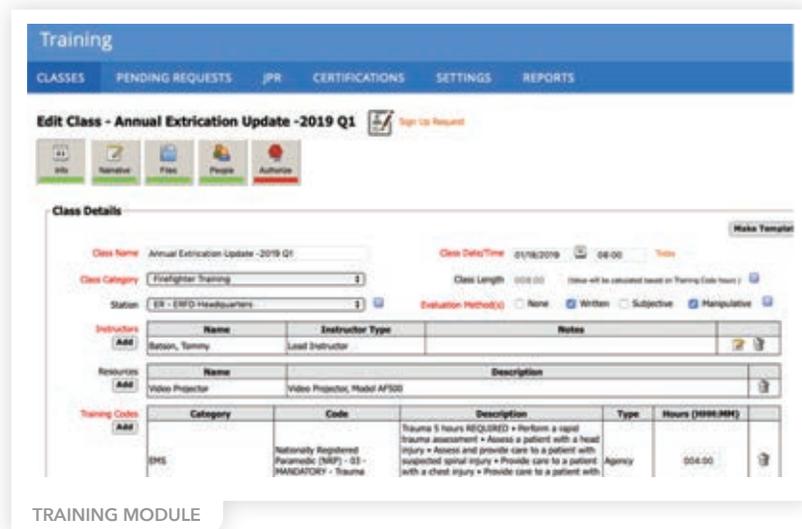
Category 1	Name	ID	Address	Type	Zone	Station	Inspector		
<input type="checkbox"/>	/	Grogg Hensley	1567	3241 OTDHB AV...	B	T-A - T-A	1 - Central		
<input type="checkbox"/>	/	Lifecamp	1896	8879 n. DETV2 S...	B	T-C - T-C	1 - Central		
<input type="checkbox"/>	/	Zicyll	1312	824 SONTADH ...	B	S-B - S-B	4 - New Street		
<input type="checkbox"/>	Imported	WYCK QWQfE	80VONEST2	#7	Assembly	County - County	Imported		
<input type="checkbox"/>	A/J / SUP	AEU EGVCH	7936	LEWESVILLE, TX T...	S1 - STORAGE G...	Imported - Impo...	Imported		
<input type="checkbox"/>	A/J / SUP	88HAEI F06LZ0	7931	LEWESVILLE, TX T...	S1 - STORAGE G...	Imported - Impo...	Imported		
<input type="checkbox"/>	A/J / SUP	CWURUBH D...	7758	LEWESVILLE, TX T...	S1 - STORAGE G...	Imported - Impo...	Imported		
<input type="checkbox"/>	A/J / SUP	DGA CMYVW MBL	7932	LEWESVILLE, TX T...	S1 - STORAGE G...	Imported - Impo...	Imported		
<input type="checkbox"/>	A/J / SUP	19DS PW NCE PE...	7925	LEWESVILLE, TX T...	S1 - STORAGE G...	Imported - Impo...	Imported		
<input type="checkbox"/>	A/J / SUP	LGQZB CPLAN FQ	7934	LEWESVILLE, TX T...	S1 - STORAGE G...	Imported - Impo...	Imported		
<input type="checkbox"/>	A/J / SUP	KEJNE RWLLU E...	4155	LEWESVILLE, TX T...	S1 - STORAGE G...	District 2 - Dist...	Imported		

OCCUPANCY MODULE

TRAINING MODULE

The Training module allows users to create and store all records, documents, and other information related to Fire and EMS personnel training. For instance, users can:

- Organize their agency's training program using a hierarchy of Class Categories, Training Code Categories, and Training Codes to meet standards requirements.
- Create Class and Certification templates to provide an easy workflow for instructors to record training class information.
- Schedule and verify classes, enroll personnel, assign instructors, and allocate resources to meet the agency's training objectives.
- Schedule multiple instances of a class to occur on several dates and times.
- Run reports to meet internal and external requirements from any standards that apply to the user's jurisdiction.
- Better comply with NFPA 1401 - Recommended Practice for Fire Service Training Reports and Records.



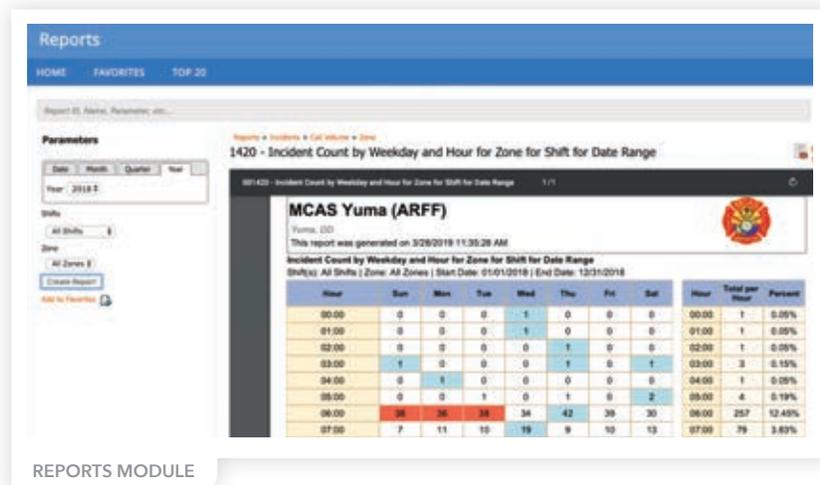
REPORTS MODULE

With Emergency Reporting, users can quickly and easily run real-time reports based on parameters that they select. The software simplifies station management with pre-loaded reports for organization and control of information. The Reports module is a useful tool in the process of developing a Community Risk Reduction (CRR) plan and gaining CPSE accreditation. A robust Reports module enables users to quickly and easily run real-time reports so they can identify emerging trends, deploy assets to mitigate risks, and evaluate the effectiveness of their CRR program.

If users can't find a report, they can request a report to be built as part of the ongoing development process or they can order a custom report to be created by Emergency Reporting's development team.

Some of the more popular reports include:

- Total Incidents per Personnel for Date Range
- Hours Worked per Activity Code for Personnel for Date Range
- Overall Incident Statistics
- Breakdown by Major Incident Types for Date Range
- Classes Completed by Personnel
- Total Training Hours per Personnel by Date Range
- Training Hours for Personnel for Date Range
- Incidents for Personnel for Date Range
- Daily Log Items per Personnel for Activity Code for Personnel



ANALYTICS MODULE

With this module, agencies can assess their response times and staffing levels by setting custom benchmarks or by using NFPA 1710 or 1720 standards of cover.

BI BASIC (INCLUDED IN ANALYTICS MODULE)

Business Intelligence dashboards are available to users with the Analytics module. The dashboards provide insight into incident and EMS data. The data visualizations of the BI tool enable departments to leverage current as well as historical data to make data-driven decisions, evaluate trends, and drill into data variances.

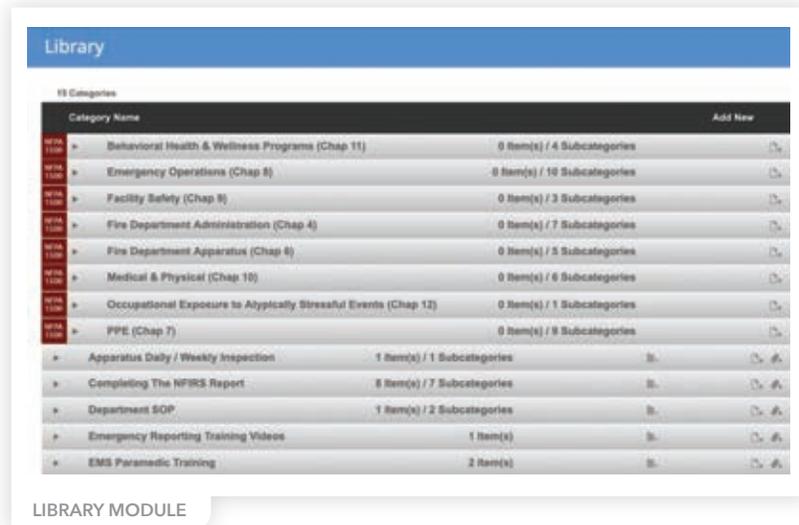
Dashboards:

- Incident Volume and Count Dashboard: provides a variety of views and filters to display incident data. Only reviewed incidents are included in the data on this page.
- EMS Statistics - Procedures and Medications provides a variety of views and filters for EMS incidents with documented procedures.



LIBRARY MODULE

The Library module allows users to categorize and store copies of their policies and procedures for their personnel to read and refer to. Additionally, agencies can store any other pertinent files for personnel to view, such as PDF or video files. Some of the most common categories that customers use include: "Standard Operating Guidelines," "Training Documents", and "Agency Forms." Agency personnel can retrieve these files from anywhere online and even share them with other agencies via email.

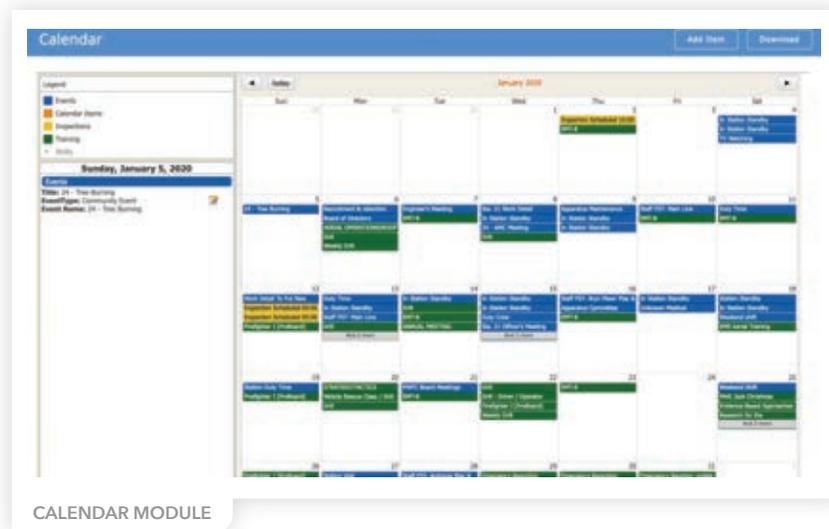


CALENDAR MODULE

The Calendar module displays a day-by-day thumbnail view of the entire department's scheduled activities. Individual users can configure the Calendar to display the following types of activities, if they have access to these areas:

- Shifts
- Training Classes
- Events
- Inspections
- Manually added Calendar items

Users can navigate from the Calendar directly into the details of the scheduled item and can edit those items based on the security settings that apply to their account.



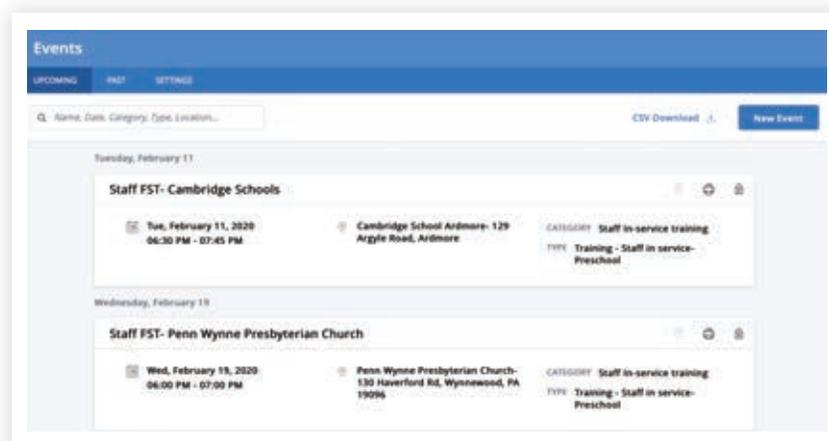
CALENDAR MODULE

EVENTS MODULE

The Events module can track an agency's contributions to the community outside of just emergency services. Such events might include:

- "Safety Standby" at large public gatherings like fireworks displays, parades, or races
- Special events at shopping malls or schools where it would be important to have a Fire or EMS presence
- Honor Guard ceremonies
- Community CPR or first-aid classes
- Public relations events at a state or county fair
- Station tours

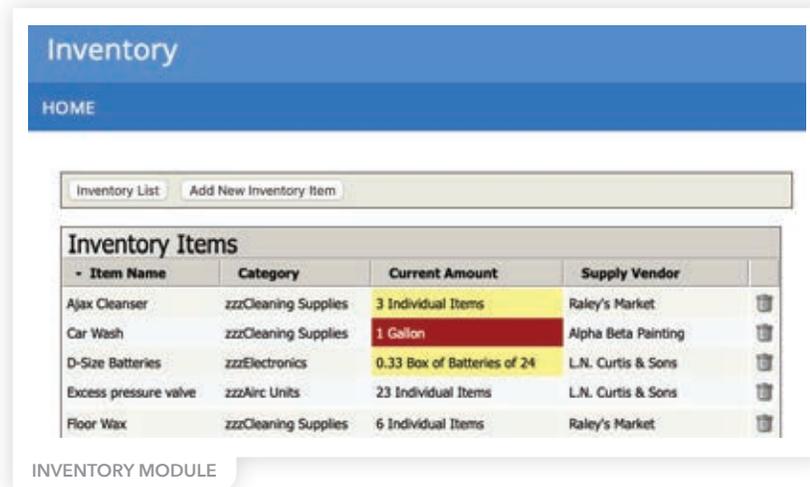
Agencies can assign personnel to participate in or conduct these events and document their time and other committed agency resources. Agencies can also document and report on the number of non-agency personnel participating (adults, seniors, and children). This is an especially powerful metric for Community Risk Reduction programs.



EVENTS MODULE

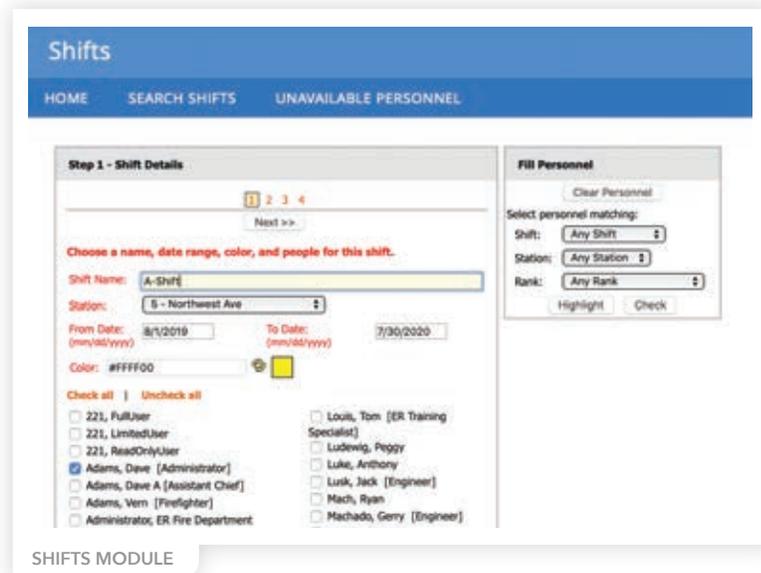
INVENTORY MODULE

The Inventory module tracks consumable and non-equipment items such as latex gloves, batteries, and syringes that are used in everyday operations. Agencies can configure their Inventory module to track item usage and logistics managers can run reports to guide them in re-ordering and delivering supplies to agency locations. The system will automatically email assigned personnel when quantities reach their pre-set reorder or critical amounts.



SHIFTS MODULE

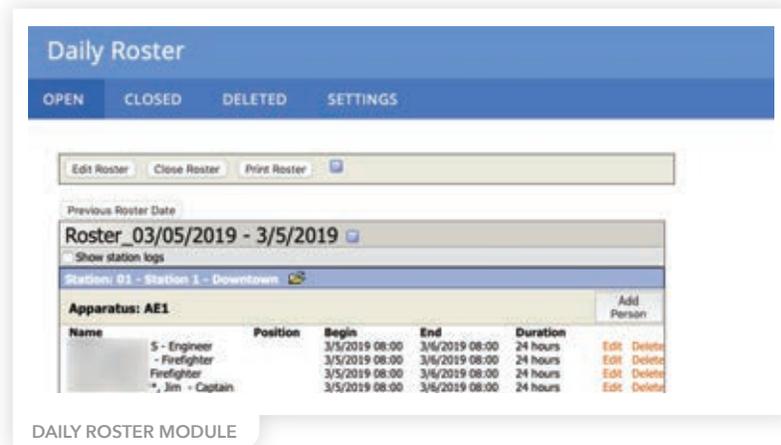
The Shifts module allows agency administrators to define the work schedule associated with operational staff and make regular station and unit assignments for personnel. Work schedules are very flexible and can be created to accommodate any rotation and shifts of any duration. Shifts created in this section feed into the Daily Roster.



DAILY ROSTER MODULE

The Daily Roster module utilizes shifts that are built in the Shift module to allow agencies to assign, modify, and track personnel duty assignments at all their stations on a day-to-day basis.

Agencies can customize the position and activity codes to meet their local needs to provide activity reporting to meet their operational and accounting needs. Daily Rosters can also be used independent of the Shifts Module.

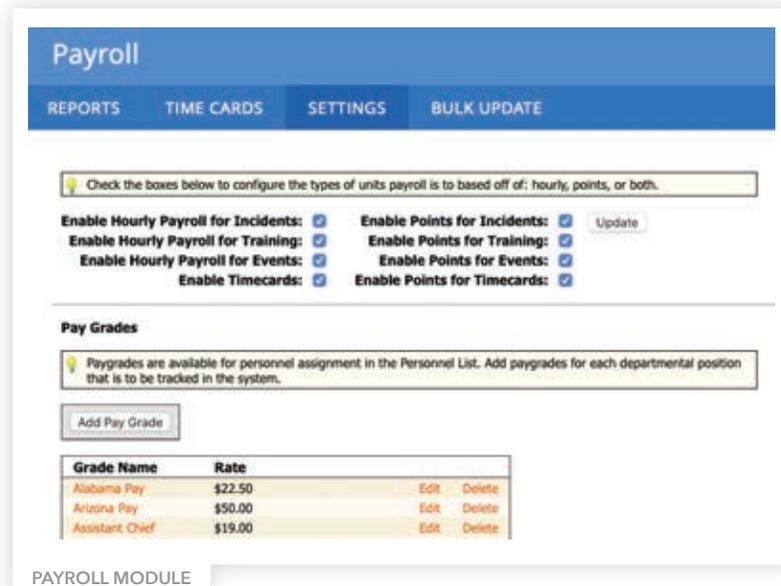


PAYROLL MODULE

The Payroll module is used for agencies that want to track incident, training, and event information for responders that don't work on a set schedule.

Agencies use the Payroll module to designate pay grades and assign, collect, and report on hours and/or points for incidents, training, and events.

Payroll reports can be generated and used as a 'time sheet' for providing reimbursement to department members.

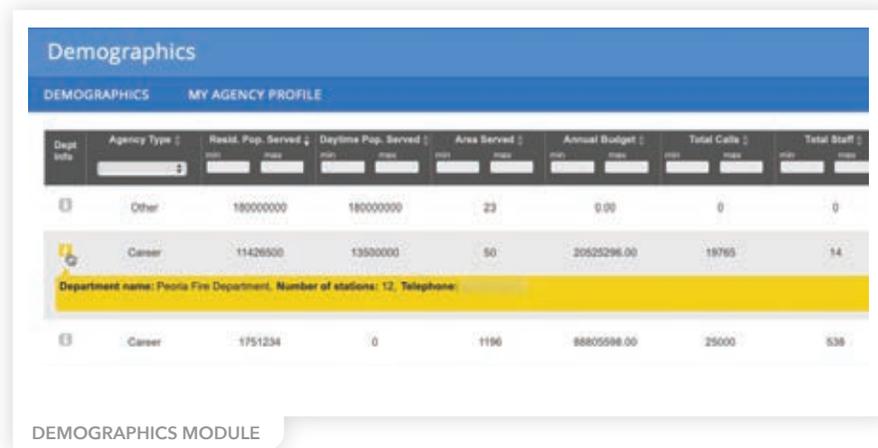


DEMOGRAPHICS MODULE

The Demographics module allows review of detailed demographic survey information of participating agencies.

Finding comparable agencies that have opted into the survey system is easy to do using filters for: agency types, population ranges, service area sizes, budget sizes, call volume, and staffing levels.

Surveys include valuable information related to departments' contact info, zoning statistics, response times, and staffing levels.



The screenshot shows the 'Demographics' module interface. At the top, there is a blue header with the title 'Demographics' and two tabs: 'DEMOGRAPHICS' and 'MY AGENCY PROFILE'. Below the header is a table with columns for 'Dept Info', 'Agency Type', 'Resid. Pop. Served', 'Daytime Pop. Served', 'Area Served', 'Annual Budget', 'Total Calls', and 'Total Staff'. Each of these columns has a dropdown arrow. The table contains three rows of data. The second row is highlighted in yellow and includes a tooltip that reads: 'Department name: Peoria Fire Department, Number of stations: 12, Telephone:'. Below the table, there is a label 'DEMOGRAPHICS MODULE'.

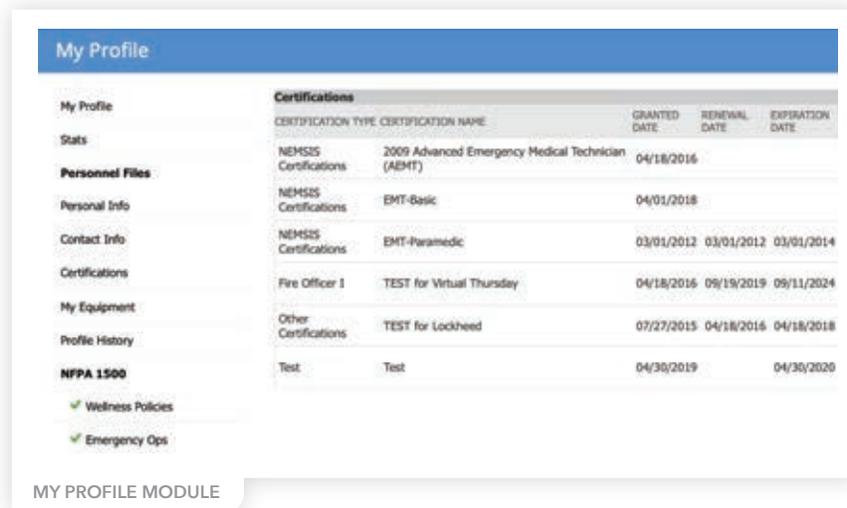
Dept Info	Agency Type	Resid. Pop. Served	Daytime Pop. Served	Area Served	Annual Budget	Total Calls	Total Staff
	Other	18000000	18000000	23	0.00	0	0
	Casert	11426900	13500000	50	20525296.00	19765	14
	Casert	1751234	0	1196	8805598.00	25000	538

MY PROFILE MODULE

The My Profile module gives users the ability to see their personal information without having administrator privileges.

From the module, you can do the following:

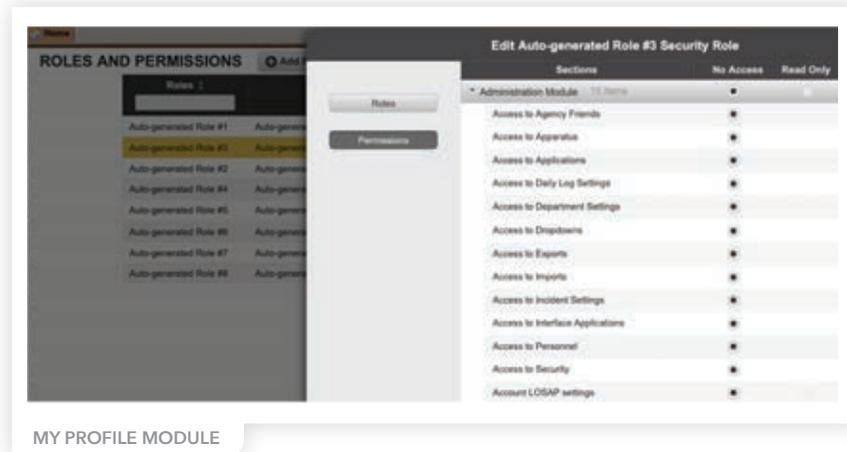
- View statistical information related to incident responses
- View personal identification information and certifications
- View equipment assigned to specific personnel
- View profile access history
- Review and update the status of compliance with reviewing department's wellness policies
- Review and update compliance with required NIMS/ICS training certifications
- Verify participation in training classes
- Change password



ADMINISTRATION MODULE

The Administration module allows stations to create, control, and maintain the master data and settings that integrate the Emergency Reporting system into daily operations. Users with administrative access can:

- Configure security settings based on jurisdictional requirements
- Customize the system to define Daily Log functionality, add and maintain department information pertaining to Apparatus, Divisions, Stations, Shift/Rank structures, and more
- Manage personnel records, including modification of user access to the system, contact information, and work history
- Configure data sharing with neighboring agencies, including report information, mutual aid call sharing, and inspection forms
- Generate NFIRS, NEMESIS, billing, and other data exports and submit them to the appropriate agencies



ADD-ONS

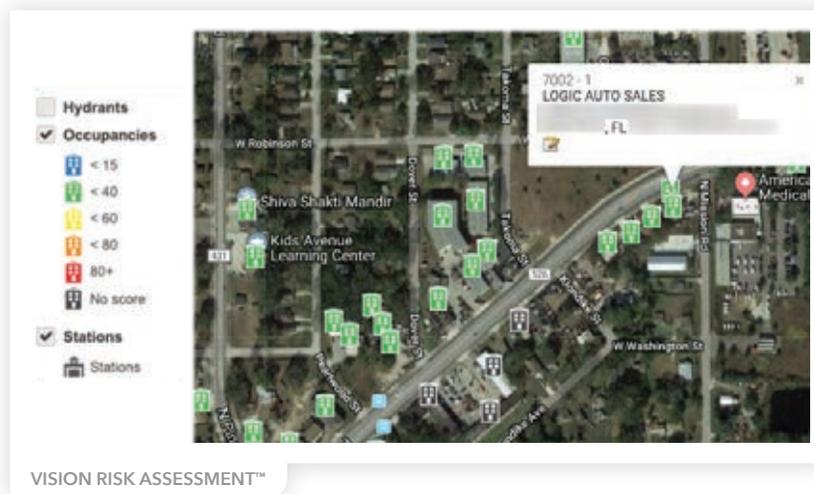
VISION RISK ASSESSMENT™

VISION Risk Assessment™ is a dynamic tool that allows departments to analyze and categorize risks present in their community, compare data to other departments nationwide, and generate the Occupancy Vulnerability Assessment Profile (OVAP) score for all occupancies within their response area.

The VISION Risk Assessment™ tool allows users to do the following to analyze and understand the risks in their coverage area:

- Calculate response time and plan resource deployment
- Record the location and potential impact of hazardous materials
- Determine the required fire flow needed to stop a fire at origin
- Evaluate potential medical emergencies involving mass casualties
- Utilize the power of Google Maps Integration, included for free with the VISION Risk Assessment™ tool
- Comply with elements of NFPA 1300 - Standard on Community Risk Assessment and Community Risk Reduction Plan Development
- View color-coded hydrants by GPM volume per NFPA 291

No software installation is necessary to support the VISION Risk Assessment™ tool. It integrates with existing data, allowing users to compare their data to other agencies. The VISION Risk Assessment™ tool is available as an add-on to the Emergency Reporting system, or as a stand-alone product.

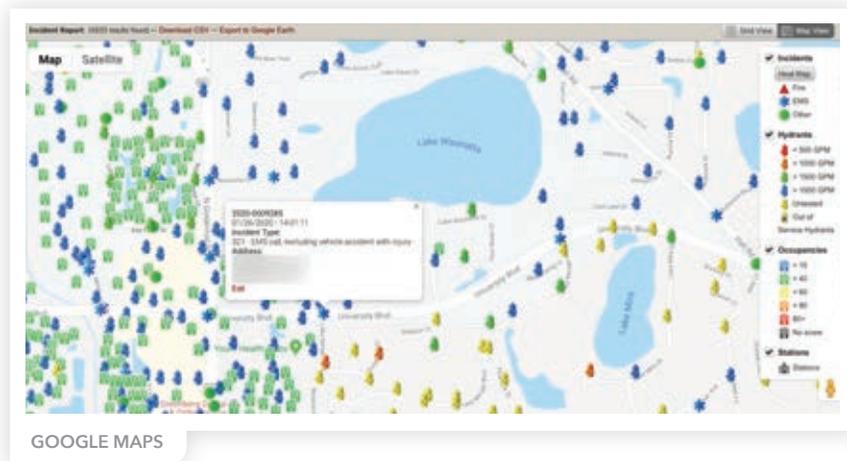


GOOGLE MAPS

Google Maps Integration allows users to understand their district or coverage area in new and powerful ways. Millions of people use Google Maps every day to get from point A to B. Users of the maps integration have that same power to manage their incidents, stations, occupancies and hydrants in Emergency Reporting.

Here are a few key features of this add-on that make it indispensable for a department of any size:

- Map incidents, hydrants, and occupancies by type
- Use advanced filtering to pinpoint incidents categorically
- Color-coded hydrants by GPM volume per NFPA 291
- Color-coded occupancies by Hazard Score (with VISION Risk Assessment™ add-on only)
- View locations using high-res satellite imagery from Google Maps
- Zoom in to buildings using Street View to get a quick look at building size and nearby hazards or access challenges



SAFETY ANALYTICS

Safety Analytics provides users a real-time look at the state of their department's overall safety and compliance with NFPA 1500, the standard for Fire Department Occupational Safety and Health. NFPA 1500 is an umbrella document that encompasses just about every possible aspect of a fire department's health and safety. Military and civilian fire service professionals with hundreds of hours of combined experience helped guide this tool from its inception to release in order to help fire service leaders accurately measure NFPA 1500 requirements within their departments. Currently, there are two versions of Safety Analytics: Basic and Pro. Emergency Reporting's industry-exclusive "pump panel" provides real-time insight into mission-critical components that affect the health, safety, and well-being of everyone in a user's organization. The panel features 10 gauges that represent different safety standards as well as a Master Compound Gauge that shows users their department's total measure of NFPA 1500 requirements.

- Develop and manage a top-notch NFPA 1500 program
- Help ensure the health and wellness of personnel
- Assign PPE ensembles to personnel
- Track every piece of PPE from right out of the package until retirement
- Manage critical safety-related documents
- Verify and justify safety-related budget items
- 10 gauges provide a real-time look at the state of the user's department
- Developed with the public safety professionals at the University of Texas Arlington



CAD INTERFACE

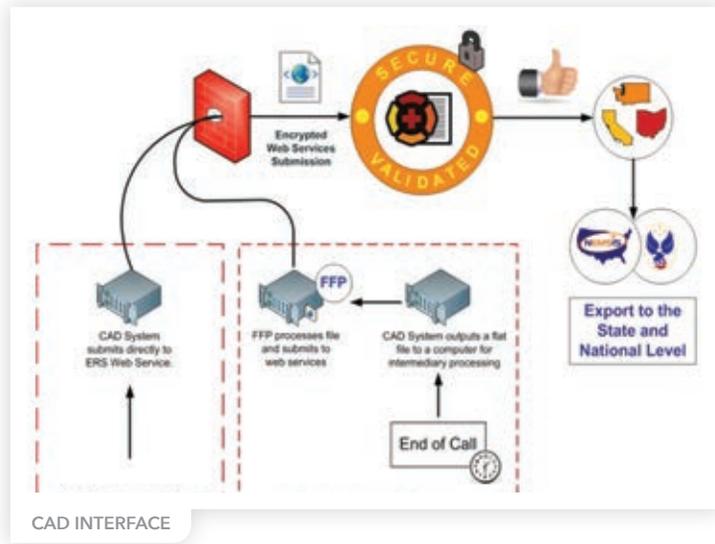
With a CAD integration, information from a user's dispatcher will be automatically uploaded into their system in real time or at the end of the call. Stations that adopt a CAD link show improved staff productivity, improved data integrity, and save up to 20 minutes of data per call. This powerful tool can be customized to fit any station's needs and will help users maximize the potential of their local dispatch center's information.

How It Works:

- Dispatchers enter new information for complex and rapidly evolving incidents
- The CAD system exports Fire and EMS data in real time or at the end of the call (depends on CAD vendor implementation)
- The Emergency Reporting CAD Interface transmits, configures, and uploads the data directly into user's account
- In many cases, Emergency Reporting can configure user's account to receive, organize, and download evolving data into their system, allowing their station to run reports on the fly
- Depending on the available configuration for the user's CAD, crews can have incident reports completed from the cab of the apparatus before they even get back to quarters

CAD vendors Emergency Reporting frequently integrates with:

- Spillman (Motorola)
- TriTech, CentralSquare
- Zuercher
- Tyler Tech
- Spotted Dog
- Intergraph/Hexagon



MEDICAL BILLING LINK

Emergency Reporting's EMS Billing Link service provides first responders with a fast and easy way to electronically transfer patient care information from their incident reporting account to their billing software. If an agency does not have to bill EMS internally, Emergency Reporting can send the data to the user's external billing partner.

FirstPCR

FirstPCR is the electronic one sheet made specifically for first responders that documents a patient's basic information related to EMS calls right into the user's Emergency Reporting account.

With FirstPCR users can record:

- Responses to an EMS call and initial assessment
- Patient vitals including heart rate, blood pressure, respiratory rate, and blood assessment
- Procedures performed and any medications that were given
- A short narrative of the incident for legal protection
- EMS data electronically for reporting

The screenshot shows the FirstPCR software interface. The top navigation bar includes icons for Home, EMS, Narrative, Files, Custom, Report, and Authorize. The main header displays 'EPCR' and patient care details: Patient Care Report No. 101877, FOID: 04395, Station: ST1, Incident No.: 2018-1, and Date: 10/23/2018. The left sidebar contains navigation buttons for Response/Crew, Patient Info, PATIENT CARE, Signature Forms, Narrative, and Summary. The main content area is titled 'Procedure' and contains the following fields and options:

- Procedures Performed Prior to this Unit's EMS Care:** No (selected), Yes, Not Applicable
- Date/Time Procedure Performed:** [Empty field] [Empty field] [Now] [Not...]
- Performed By:** Johnson, Scott C (selected), Cook, Trevor, Not Applicable
- Certification Level of Person performing the procedure:** EMT-Basic (selected)

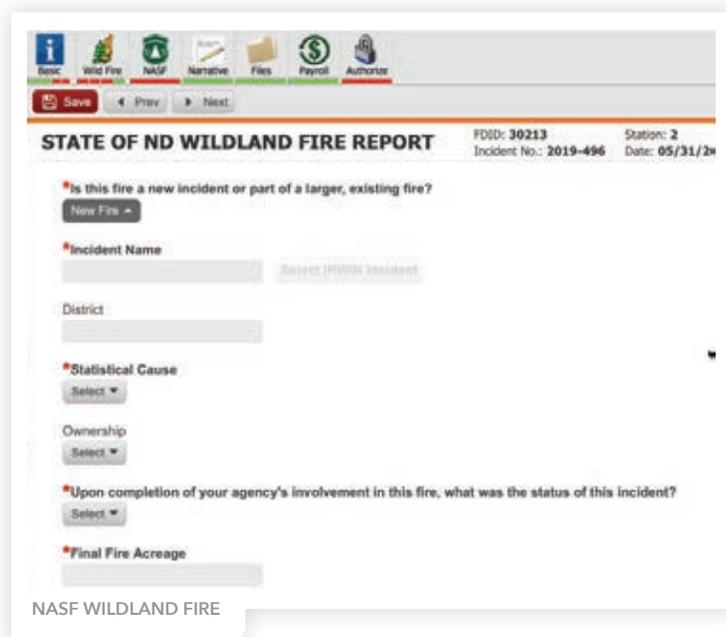
NASF WILDLAND FIRE

Emergency Reporting is one of the few reporting and records management solutions on the market that offers Forestry Incident Reporting. The add-on module - called the NASF Wildland Fire module - makes it simple to meet IRWIN and national forestry reporting standards in the same report that users already complete for NFIRS, eliminating double data entry and extra paperwork. This feature supplements NFIRS reporting requirements with additional data points required by NASF and IRWIN. Examples of these fields include "Residences Threatened" and "Residences Destroyed".

Main Features and Benefits:

- Easy-to-use interface
- Compliant with the upcoming edition of NFPA 950
- Automatically submit data to IRWIN
- Powerful system reports and analytics tools
- Unlimited users per agency
- Accessibly anywhere, cloud-based, no software to install
- API integration to third-party patrons
- Proven statewide fire reporting solution

With the wildland reporting add-on, users will also be able to link their wildland incident to an IRWIN incident already submitted by another agency. Additionally, each department's wildland incidents will automatically be submitted to IRWIN upon completion of the incident report itself. Another benefit of this feature is the ability for the user's state forestry or wildland department to easily access their wildland data. The state agency can do this by signing up for their own IRWIN account or getting an Emergency Reporting account with state group reporting capabilities.



The screenshot displays a web-based reporting interface for the State of North Dakota Wildland Fire Report. At the top, there is a navigation bar with icons for Home, Wild Fire, NASF, Narrative, Files, Payroll, and Authorize. Below this is a secondary navigation bar with buttons for Save, Prev, and Next. The main header area includes the title "STATE OF ND WILDLAND FIRE REPORT" and metadata: FDD: 30213, Station: 2, Incident No.: 2019-496, and Date: 05/31/20. The form contains several sections with dropdown menus and text input fields:

- Is this fire a new incident or part of a larger, existing fire?** with a "New Fire" dropdown.
- Incident Name** with a text input field and a "Select IRWIN incident" button.
- District** with a text input field.
- Statistical Cause** with a "Select" dropdown.
- Ownership** with a "Select" dropdown.
- Upon completion of your agency's involvement in this fire, what was the status of this incident?** with a "Select" dropdown.
- Final Fire Acreage** with a text input field.

A small callout box at the bottom left of the form area contains the text "NASF WILDLAND FIRE".

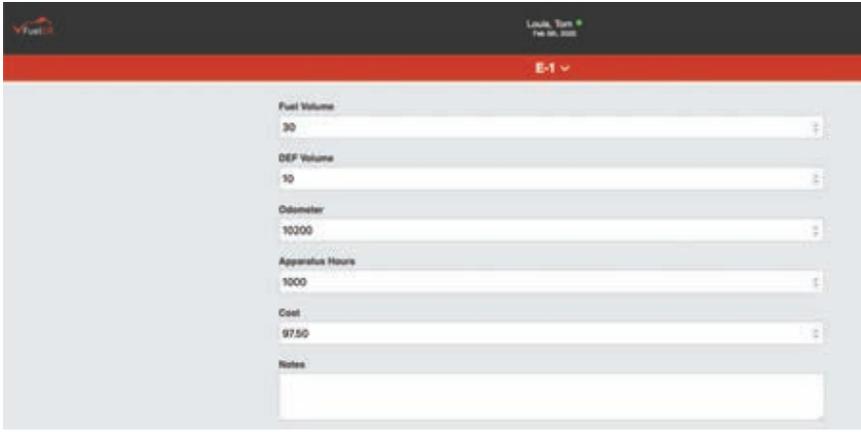
MOBILE APPS

FuelER

FuelER makes it easy to manage fuel consumption. FuelER is a progressive web app that crews can use to enter fuel-ups in seconds. All the data entered in FuelER is saved in the user's Emergency Reporting account so that they can run detailed reports on fuel usage. It even tracks DEF consumption.

Features:

- Easy-to-use web app
- Mobile-friendly on all form factors: smartphone, tablet, and laptop
- Offline capable
- Included in every Emergency Reporting account (must have the Maintenance module)
- All fuel-ups saved to the user's Emergency Reporting account
- Diesel Exhaust Fluid (DEF) tracked in addition to Diesel Fuel
- Track fuel costs for a better cost per mile analysis



The screenshot displays the FuelER mobile application interface. At the top, there is a dark header with the FuelER logo on the left and the text "Linda, Tom" and "Fri, 09, 2024" on the right. Below the header is a red navigation bar with the text "E-1" and a dropdown arrow. The main content area is a light gray form with several input fields, each with a numerical value and a small "x" icon to its right:

- Fuel Volume: 30
- DEF Volume: 10
- Odometer: 10200
- Apparatus Hours: 1000
- Cost: 97.50
- Notes: (empty text area)

At the bottom left of the screenshot, there is a small white box with the text "FuelER".

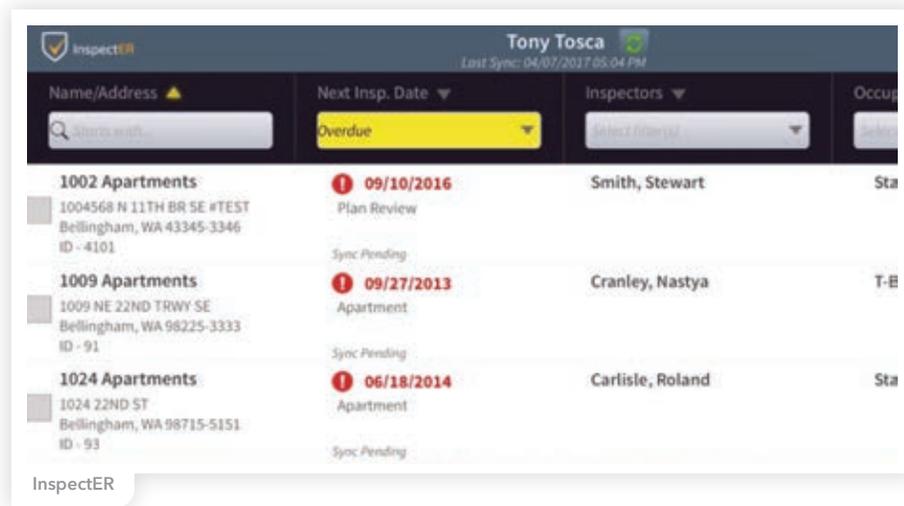
InspectER

InspectER is an app usable on any mobile tablet device, regardless of connectivity that ensures fire inspectors only do the inspection once and fire marshals and operations personnel can share data rather than using two different products that don't sync. This means increased incident efficiency, productivity, and safety for fire department personnel and their constituents. It also leads to increased efficiency in managing personnel workloads, which can be very time-consuming.

Conducting and documenting inspections is an essential component to developing a Community Risk Reduction (CRR) plan and gaining CPSE accreditation. InspectER allows agencies to read or edit building information digitally while conducting inspections and capture photos directly on their tablet for each inspection observation. With InspectER, annual fire inspections, plan reviews, code enforcement, and pre-incident fire planning fire inspections are simpler and more efficient than ever before.

Features of the product include the ability to:

- Access occupancy and building information in the field, 24/7, whether online or not
- Synchronize data quickly (minutes vs. days)
- Capture photos for each inspection observation
- Read or edit occupancy and building information while conducting or reviewing inspections
- Conduct custom inspection activities on a mobile device just like you can when online
- Double inspection efficiency for minimal cost



COMPLIANCE

Emergency Reporting software is compliant with the most recent versions of the National Fire Incident Reporting System (NFIRS) and the National Emergency Medical Services Information System (NEMSIS).

NEMSIS

NEMSIS is the national database that is used to store EMS data from the United States and its Territories. It is a universal standard for how patient care information resulting from prehospital call for assistance is collected. It is a collaborative system designed to improve patient care through standardization, aggregation, and utilization of point of care EMS data at a local, state, and national level.

NFIRS

NFIRS is a reporting standard that fire departments use to uniformly report on the full range of their incidents, from fire to EMS, to severe weather and natural disasters. It is the world's largest national database of fire incident information and comprises about 75% of all reported fires that occur annually. Fire departments use NFIRS to track and manage apparatus, personnel, and casualty information, and document department activity.

NFPA CODES & STANDARDS

The National Fire Protection Association (NFPA) is the leading information and knowledge resource on fire, electrical, and related hazards. Many of Emergency Reporting's tools help departments become compliant to an array of NFPA standards. In addition, Emergency Reporting also provides blogs, webinars, and other content aimed at educating first responders about these standards and ways to better comply with them.

PARTNER ECOSYSTEM

Recognizing the need for adapting to meet the ever-growing demands of today's emergency service providers, Emergency Reporting developed a series of Application Programming Interface (API) "hooks" to the system's modules. This evolved into a large ecosystem of partner products that allows customers to mix and match products to fully utilize the capabilities of other software systems in conjunction with the Emergency Reporting platform.

APPARATUS CHECKS



PSTrax

With the integration between PSTrax and Emergency Reporting, first response agencies can automate the completion of their operations checks and sync the creation and management of maintenance tickets. As crews complete their operations checks in PSTrax, they can create "alerts" that will automatically sync with the Emergency Reporting Maintenance module and create a maintenance record for that apparatus. As updates are made to the maintenance record in PSTrax, those updates automatically sync back into the Emergency Reporting Maintenance module as well.



HALLIGAN

Halligan allows agencies to manage work orders and finish checklists from anywhere on a mobile device. It also includes work order management, overdue checklist reminders, bar-code scanning, and inventory checklists.



STATION CHECK

With its integration with Emergency Reporting, users can pass through information and change statuses of vehicles and equipment, create repair tickets, auto-populate maintenance events, and create custom notifications, all without leaving the application.

ENROUTE SOLUTIONS



SPOTTED DOG TECHNOLOGIES

The integration with Emergency Reporting allows users to pinpoint responders with GPS and on-map tracking, calculate ETA of all responders, turn-by-turn navigation, and store and display hydrants/hazards/pre-plans.



ACTIVE 911

The Emergency Reporting integration with Active911 can save users of both software solutions the trouble of manually entering data such as address fields and narrative information into Emergency Reporting. It links the agency's CAD provider to deliver maps, hydrant locations, unit positions, and building plans.



FIRST DUE

First Due is a first responder safety platform with a focus on mobile response and situational awareness. It integrates with agency's CAD providers to give critical information related to structures and occupants at the time of response.

INSPECTIONS



MobileEyes

The integration of Emergency Reporting and MobileEyes allows users to apply location, occupancy, and contact updates captured to MobileEyes to corresponding fields within Emergency Reporting. It also lets agencies share data between the two applications and review inspection history as well as update pre-fire plan information, perform inspections, and create reports in the field.

PRE-PLANNING



FIRE RECOVERY USA

Fire Recovery's integration with Emergency Reporting allows users to enter incident data into the RMS & have that data pulled automatically into the Recovery Hub Billing Platform for a seamless billing process.



FIRST ARRIVING

With the First Arriving integration, users can display key Emergency Reporting features, data, real time incident alerts, and critical messaging all in their digital dashboards.



RHODIUM

With the Emergency Reporting to Rhodium interfaces, agencies can import occupancy plans into Rhodium pre-plan templates.

SCHEDULING



ALADTEC

Aladtec specializes in online employee scheduling and workforce management solutions for public safety departments.



netDuty

The netDuty integration with Emergency Reporting will automatically generate agency's Daily Roster and allow updated and archived and cross staffing assignments to be done using drag and drop features.



CREWSENSE

Crewsense is an employee resource management solution that provides employee resourcing and human capital management software for the "desk-less" workforce.

SUPPORTING CUSTOMERS

While widely recognized as the easiest system to use, many first responders and administrators need a little help to get the most out of Emergency Reporting. The Emergency Reporting Support and Training departments work hard to provide the help their customers need, in the manner they need it.

ONBOARDING

TWO-HOUR 1:1 ONBOARDING FOR NEW CUSTOMERS

The Emergency Reporting training department provides two hours of complimentary and customized one-on-one training to every organization that opens an account. Most new customers utilize this opportunity to have their local Implementation Project Manager and other key staff members trained on the details of utilizing the system so that they can subsequently train others at their convenience.

TRAINING

The best way to take full advantage of the Emergency Reporting platform is to take advantage of all the training and further learning opportunities. Training helps speed up workflow, increases customer satisfaction, and makes life easier.

CUSTOMIZED TRAINING - VIRTUAL OR ON-SITE

For larger organizations or those with specialized needs, additional customer-specific training allows staff to get extra insight, define specific workflows, and get help optimizing their system. These training sessions can take place in-person or in a virtual training format, depending on the needs or budget considerations of a given department.

VIRTUAL THURSDAY GROUP WEBINARS

Every month, Emergency Reporting hosts a free webinar about a system function or feature. This is a great way to hear about new features, ask basic questions, or brush up on skills that have grown rusty. All Emergency Reporting users are encouraged to attend and can register online.

REGIONAL TRAINING ACADEMIES

Regional Training Academies (RTAs) are hosted at hotel conference centers across the country throughout the year. An RTA is a 3-day, immersive and interactive experience customized for each department to become Emergency Reporting experts. A Regional Training Academy is a customer's chance to unlock the potential of the system for their department. These conferences include lectures on system essentials, one-on-one problem solving with a trainer, networking with other Emergency Reporting customers to glean best practices, collaborative Q&A sessions about intermediate and advanced issues, and the opportunity to learn more about the direction of technology in the fire service industry.

EDUCATIONAL WEBINARS

Emergency Reporting also provides bi-monthly educational webinars open to those seeking Emergency Reporting as a solution and customers alike. Each webinar focuses on a specific topic that's crucial for running an efficient, standards-based, data-driven first response agency. The webinars are not Emergency Reporting software-specific; they instead focus on best practices that all first responders can use whether they use Emergency Reporting for their records management system or not.

SUPPORT

Even the most well-designed software has questions from users. Emergency Reporting's customer support department is second-to-none in the Fire and EMS records management industry, and one of the reasons Emergency Reporting is considered the most trusted RMS on the market.

CUSTOMER SUCCESS STAFF

The Emergency Reporting support team is the best in the industry because they care. The team is made up of knowledgeable individuals, all based in the United States, who genuinely care about their customers and are dedicated to helping to solve any problem they have, big or small. The team understands the importance of the work that their customers do and the integral part their RMS plays in keeping their department running smoothly, which is why Emergency Reporting strives to accommodate all customers with quick and reliable assistance when they need it.

KNOWLEDGE BASE

Emergency Reporting provides customers with a complimentary and expansive knowledge base that is updated regularly. Industry experts, trainers, and customer support representatives have provided hundreds of articles within the knowledge base that answer many common questions and provide basic and advanced training on how to use the Emergency Reporting platform.

COMMUNITY FORUM

Within the knowledge base, there is also a community forum where Emergency Reporting customers can post and respond to questions and comments from one another. There is also an opportunity to make feature suggestions in this section.

DEVELOPMENT PRIORITIES

Web-enabled, cloud-based technology allows for the creation of an extremely broad variety of tools. However, Emergency Reporting has made the decision to focus on three areas of technology development in the coming years. These navigation points define their product development, allowing Emergency Reporting to filter out the best features to build from all the possibilities available.

AREA OF FOCUS

COMMUNITIES

Customer’s opinions on what would work best for them in the field are what matter most to Emergency Reporting. In the community forum users can suggest and vote on new products and services, helping prioritize the feature that may be developed next.

APIs

Application Programming Interfaces (APIs) allow Emergency Reporting to share its data and technology with other software, and vice versa. They continually work to integrate Emergency Reporting with other reliable Fire & EMS vendors. This reduces errors in data input, reduces the amount of time first responders spend on busy work, and increases the value of every other system with which they integrate.

DATA

Ultimately, Emergency Reporting is a tool for collecting, analyzing, and reporting on data. The data is aggregated to create valuable insights for both end users and the Fire & EMS industry at large. Emergency Reporting prioritizes any feature that allows them to responsibly and securely create more meaningful information from the data that is entrusted to them.

DEVELOPMENT METHODS

AGILE SOFTWARE DEVELOPMENT

The heart of Emergency Reporting’s business is the Development Team. The team’s diligent efforts allow Emergency Reporting to deliver quality technology services year after year. Additionally, the Information Technology Team ensures that user data remains safe, secure, and accessible 24/7.

Emergency Reporting uses a “Lean Production” or “Just in Time” model to increase output and ensure that they’re making products that customers want. In software development, this method is called Agile Software Development.



Below are some excerpts from <http://agilemanifesto.org> that characterize this methodology:

THE AGILE MANIFESTO

Emergency Reporting is uncovering better ways of developing software by doing it and helping others do it. Through this work they have come to value:

- Individuals and interactions over processes and tools.
- Working software over comprehensive documentation.
- Customer collaboration over contract negotiation.
- Responding to change over following a plan.

That is, while there is value in the items on the right, they value the items on the left more.

THE PRINCIPLES OF AGILE DEVELOPMENT

Emergency Reporting follows these principles:

- The highest priority is to satisfy the customer through early and continuous delivery of valuable software.
- They welcome changing requirements, even late in development: Agile processes harness change for the customer's competitive advantage.
- They deliver working software frequently, from a couple of weeks to a couple of months, with a preference to the shorter timescale.
- Businesspeople and developers must work together daily throughout the project.
- They build projects around motivated individuals: give them the environment and support they need and trust them to get the job done.
- The most efficient and effective method of conveying information to and within a development team is face-to-face conversation.
- Working software is the primary measure of progress.
- Agile processes promote sustainable development. The sponsors, developers, and users should be able to maintain a constant pace indefinitely.
- Continuous attention to technical excellence and good design enhances agility.
- Simplicity - the art of maximizing the amount of work not done - is essential.
- The best architectures, requirements, and designs emerge from self-organizing teams.
- At regular intervals, the team reflects on how to become more effective, then tunes and adjusts its behavior accordingly.

Customer Success is Our Top Priority.
Since 2003, Emergency Reporting has been a customer-first company. Our employees have over 350 years of combined Fire and EMS experience. Not only are we always here to help, but we set you up for success with quick data migration from your old system, comprehensive onboarding and training, and a wealth of educational resources at your fingertips.

