



## INNOVATION IN ACTION

How Texas Fire Agencies Are  
Leading the Future with First Due



**Chris Walker**

SOLUTIONS CONSULTANT



**Rachael Landman**

ACCOUNT EXECUTIVE – TX, LA



# 2,500+ 50 States

Customers

& Most Canadian  
Provinces / Territories



**FedRAMP High**  
Authorized



**Inc 5000**  
Fastest Growing Fire & EMS  
Software Provider (22, 23, 24)



**Fast Company**  
Next Big Thing in Tech (24)



**GovTech 100**  
Tech Innovation Leader (25)



**G2**  
#1 in Fire & EMS Software  
(Winter 24)



**Capterra**  
Industry Leading 4.8/5 Stars  
(Winter 24)

## Serving Agencies Across Texas



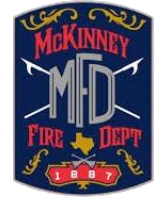
El Paso  
Fire Department



Fort Worth  
Fire Department



Greenville City  
Fire Department



McKinney  
Fire Department



Cedar Hill  
Fire Department



Longview  
Fire Department



Grapevine  
Fire Department



Temple Fire  
& Rescue Department



Texas City Fire  
Department



Georgetown  
Fire Department



Bedford  
Fire Department



And More

# first due



Cloud Based



Device Agnostic



Best of Breed



One Login



# Chris Walker

**Sr. Solutions Consultant**

Chris Walker brings over a decade of experience in fire, EMS, and public safety software to his role as a Solutions Consultant at First Due. Formerly a Firefighter/Paramedic in Norfolk, VA, Chris transitioned to the vendor side of the industry, starting his career at First Due as a Field Trainer. He has since played a pivotal role in guiding agencies through their initial discussions and the software purchasing process.





## INNOVATION IN ACTION

**How Texas Fire Agencies  
Are Leading the Future with  
First Due**



INNOVATION IN ACTION

HOW TEXAS FIRE AGENCIES ARE LEADING THE FUTURE WITH FIRST DUE

Cedar Hill Fire Dept.



! PROBLEM	IMPACT	SOLUTION
Manual Communication Processes	! Longer Coverage Gaps & Mandatory Holds	☰☒ Candidate Method
Lack of Transparency	🗑️ Perceived Unfairness	☰☒ Auto Reports track OT, deployments, backfills, and more
Paper / Spreadsheet Documentation	! Limited Reporting Capabilities	📄☑ Ranking Visibility



email: phone:ms

4/11 9:00am

4/11 12:30pm

CHARGED

CALL SHIFTS

RANKING

MANDATORY

MANDATORY RANKING

Call Shift ID:

Started On:

Status:

Assignment:

Qualifier:

Apply

Reset

+ New Call Shift

Show: 10 items selected

<input type="checkbox"/>	Status	Call Shift ID	Started On	Qualifier	Shift Start	Shift End	Assignment	Deadline	S	Actions
<input type="checkbox"/>	ACTIVE	243661	04/09/2025 1:16pm	Main Voluntary OT List	04/14/2025 7:00am	04/15/2025 7:00am		04/09/2025 5:00pm		
<input type="checkbox"/>	FILLED	243416	04/09/2025 9:52am	Main Voluntary OT List	04/10/2025 7:00am	04/11/2025 7:00am		04/09/2025 1:00pm		
<input type="checkbox"/>	FILLED	242945	04/08/2025 2:34pm	Main Voluntary OT List	04/15/2025 7:00am	04/16/2025 7:00am		04/08/2025 6:30pm		
<input type="checkbox"/>	FILLED	242708	04/08/2025 11:01am	Main Voluntary OT List	04/12/2025 7:00am	04/13/2025 7:00am		04/08/2025 3:00pm		
<input type="checkbox"/>	PARTIALLY FILLED	242458	04/08/2025 7:09am	Main Voluntary OT List	04/14/2025 7:00am	04/15/2025 7:00am		04/08/2025 3:00pm	0	
<input type="checkbox"/>	CANCELLED	242306	04/07/2025 7:04pm	Main Voluntary OT List	04/07/2025 7:30pm	04/08/2025 7:00am		04/07/2025 7:30pm		
<input type="checkbox"/>	FILLED	241470	04/06/2025 12:52pm	Main Voluntary OT List	04/13/2025 7:00am	04/14/2025 7:00am		04/06/2025 4:30pm		
<input type="checkbox"/>	FILLED	241467	04/06/2025 12:49pm	Main Voluntary OT List	04/12/2025 7:00am	04/13/2025 7:00am		04/06/2025 4:00pm		
<input type="checkbox"/>	READY FOR AWARDING	241085	04/05/2025 2:45pm	Main Voluntary OT List	04/06/2025 7:00am	04/07/2025 7:00am		04/05/2025 5:00pm		
<input type="checkbox"/>	PARTIALLY FILLED	240671	04/04/2025 4:43pm	Main Voluntary OT List	04/11/2025 7:00am	04/12/2025 7:00am		04/05/2025 12:00pm	0	

"Implementing First Due Scheduling resulted in a dramatic reduction in mandatory overtime—approximately **92% lower** than the previous year."

CALL SHIFTS

RANKING

MANDATORY

MANDATORY RANKING

Qualifiers

Main Voluntary OT List [VOT]

Special Events OT [SPECOT]

DEPLOYMENT [DEPLOY]

A Shift Mandatory [A MANDO]

B Shift Mandatory [B MANDO]

C Shift Mandatory [C MANDO]

Battalion Chief [BC]

Step-Up Battalion Chief [S/U BC]

Captain [CPT]

Groups

Search

Reset

Download

Bulk Adjustment

Rankings

25	RICARDO CHAVEZ	72.00	
26	BENJAMIN ATKISSON	72.00	
27	CORY LANDERS	72.00	
28	CHRIS HOLCOMB	72.00	
29	MICHAEL MCMAHON	72.00	
30	DARRELL WOLF	82.00	
31	DYLAN FUSSELL		
32	PATRICK CUNHA		
33	JESSIE WILLEFORD		
34	CADE JOHNSON		

The new approach emphasizes fairness and transparency, prioritizing *total hours worked* with *last day worked* as a tiebreaker. This has **increased employee trust** in the process while also allowing for more equitable distribution of available hours.

first du

CALL SHIFTS

Qualifiers

Main Voluntary OT List [VOT]

Special Events OT [SPECOT]

DEPLOYMENT [DEPLOY]

A Shift Mandatory [A MANDO]

B Shift Mandatory [B MANDO]

C Shift Mandatory [C MANDO]

Battalion Chief [BC]

Step-Up Battalion Chief [S/U BC]

Captain [CPT]

MICHAEL MCMAHON Ranking Details

72 Total Hours

17 Total Types

13 312.00 Hrs Call Shift

4 240.00 Hrs Manual Entry

0 0 Hrs Work Type

Charged Yes

Edit

Reset

Show: 10 items selected

Type	ID	Charged	Hours	Date	Status	Response	Assignm	Actions
Call Shift	46771	CHARGED	24.00	10/18/2023 9:31am	FILLED	ACCEPTED	E213	
Call Shift	64817	CHARGED	24.00	1/14/2024 1:07pm	FILLED	ACCEPTED	E214	
Call Shift	71010	CHARGED	24.00	2/14/2024 12:12pm	FILLED	ACCEPTED	E212	
Call Shift	75740	CHARGED	24.00	3/7/2024 8:17am	PARTIALLY FILLED	ACCEPTED	E213	
Call Shift	78624	CHARGED	24.00	3/19/2024 8:49am	FILLED	ACCEPTED	E213	
Call Shift	94208	CHARGED	24.00	5/13/2024 11:58am	FILLED	ACCEPTED	E212	
Call Shift	108597	CHARGED	24.00	6/20/2024 5:12pm	FILLED	ACCEPTED	E213	
Call Shift	114496	CHARGED	24.00	7/5/2024 1:15pm	FILLED	ACCEPTED	BC210	

Show: 20 50 100 All

Showing 17



THE Deployment OT Report

Deployment hours, dollars, and work types. You can filter by date ranges. Includes backfills.

Activity Subtype Name:

Activity Date:

Activity Type Name:

Personnel Shift:

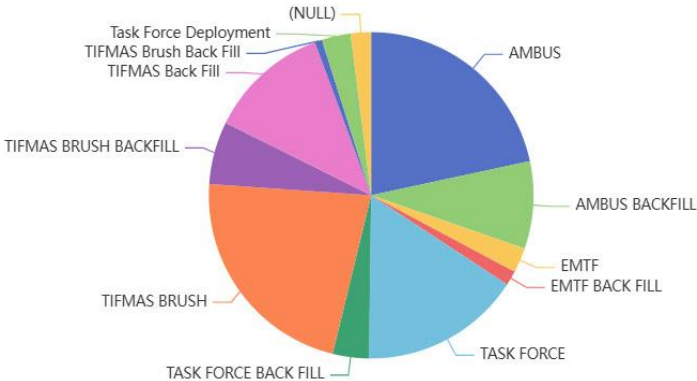
User:

ApplyReset

Report

Show: 5 items selected

"We can now generate reports that visualize deployment-related overtime costs and estimate state reimbursements"



Last, First / Activity Subtype Name	Hours	Base Pay Rate	Multiplier	Total Pay
██████████	364.0	\$	1.47	\$
EMTF BACK FILL	24.0	\$	1.50	\$
TASK FORCE	292.0	\$	1.50	\$
TIFMAS BRUSH BACKFILL	24.0	\$	1.50	\$
Task Force Deployment	24.0	\$	1.05	\$
▼ ██████████	24.0	\$	1.50	\$
TIFMAS BRUSH BACKFILL	24.0	\$	1.50	\$



INNOVATION IN ACTION

HOW TEXAS FIRE AGENCIES ARE LEADING THE FUTURE WITH FIRST DUE

McKinney Fire Dept.



! PROBLEM	IMPACT	SOLUTION
Divided Occupancy Data	! Lack of Critical Information	🔍 First Due Occupancy Management
Paper & Email Communication	! Crews unable to leverage during response	☰ Electronic Signature / Information Delivery
		📄 Auto Assign inspections





## Inspections Map

X

Map

Satellite

3401 N CENTRAL EXPY, MCKINNEY, TX, 75071

The property is Woodspring Suites . The building is a Commercial - Real structure.

! Inspection Completed with citation

Inspection Type: Fire Prevention - High Risk 4th Reinspection

Completed Date: 03/11/2025 09:42

Completed By: Morrell Blissett

Review Inspection

Violation History

Edit Pre-Plan

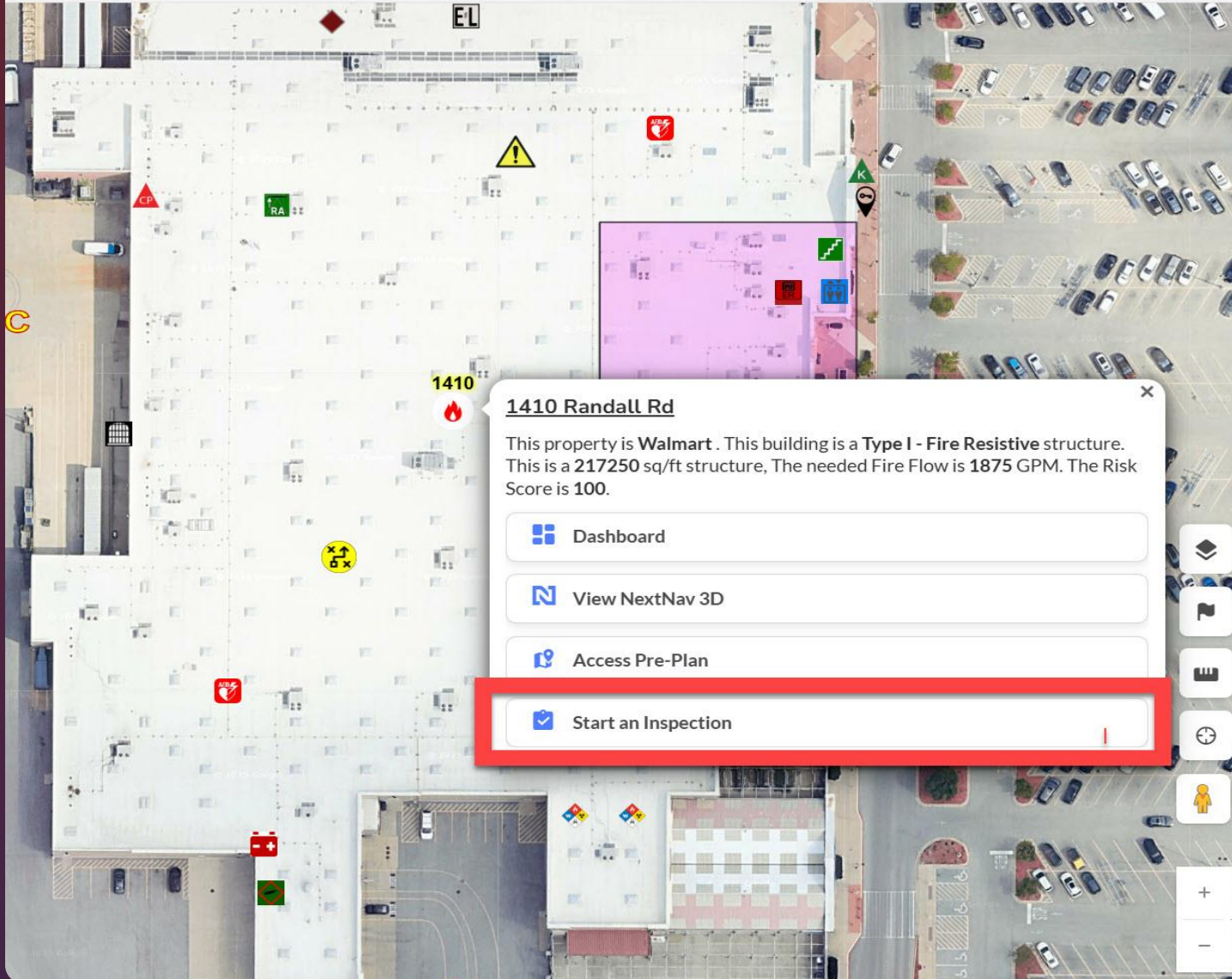
Dashboard

Google

Keyboard shortcuts | Imagery ©2025 Airbus, Landsat / Copernicus, Maxar Technologies | Terms | Report a map error





**1410 Randall Rd**

This property is **Walmart**. This building is a **Type I - Fire Resistive** structure. This is a **217250 sq/ft** structure, The needed Fire Flow is **1875 GPM**. The Risk Score is **100**.



Dashboard



View NextNav 3D



Access Pre-Plan



Start an Inspection

**FIRE: COMMERCIAL STRUCTURE**

1410 RANDALL RD, ALGONQUIN

FDSU:25734

Apr 12, 2025 08:59:03 AM

**Incident Details**

1410 Randall Rd, Algonquin

E101, E102, E201, E36, L201, M101

Narrative: Multiple callers for smoke inside the building

**Building Story**

This property is Walmart. This building is a Type I - Fire Resistive structure. This is a 217250 sq/ft structure, The needed Fire Flow is 1875 GPM. The Risk Score is 100.

**Units**

6

E101

E102

E201

E36

L201



Calculate Route



Call History



Dashboard



Edit Preplan



NextNav 3D



Take Command



**MCKINNEY FIRE DEPARTMENT FIRE  
MARSHAL'S OFFICE  
FIRE WATCH NOTICE**



**Bexley Lake Forest Apartment Complex : 5201 COLLIN MCKINNEY PKWY ,  
MCKINNEY, April 9, 2025**

**Fire Watch:**

**ITEM:** Is this occupancy being placed on fire watch?

**RESULT:** No

**REMARK:**

Wet Systems in Buildings 2, 4, 6, 10, & 12 have been drained due to system failure.

Fire Watch has been cleared

All remaining buildings have been drained to prevent damage.

Nortex is on-site.

**ITEM:** What system type is put on fire watch? (put details in remarks)

**RESULT:** Fire Protection System

**REMARK:**

Wet Systems in Buildings 2, 4, 6, 10, & 12 have been drained due to system failure.

All remaining buildings have been drained to prevent damage.

Nortex is on-site.

All systems have been repaired and Fire Watch has been cleared. 3/17/25

**NOTICE**

You are hereby notified that a fire watch is required for the above noted premise.

In compliance with the City of McKinney's adopted Fire Code, a fire watch is required for any inoperable or out of service (OOS) fire protection system until it has been repaired and/or restored to normal operating condition by a licensed company. Only McKinney Fire Marshal's Office (FMO) personnel are permitted to release the property from Fire Watch.

You are hereby ordered to immediately perform the following:

- Contact a company licensed by the Texas State FMO to repair, restore, and reset the impaired or inoperable system.
- Contact an approved third-party fire watch company to begin the performance of fire watch within one hour.
- Maintain fire watch until the system has been repaired and the McKinney FMO has released the fire watch order.

Failure to comply with any portion of this order is a separate violation of City Ordinance and the person in control of the occupancy may be issued a citation with fines of up to \$2,000.00 per violation. Each day compliance is not met is a separate and distinct violation.

It is the responsibility of the owner/occupant to cancel the fire watch company once the fire protection system(s) has been restored and the McKinney FMO has deemed a fire watch is no longer necessary.

**Approved Fire Watch Companies**

- Blackthorn Security and Investigations: 972-880-4507
- Expro Security: 972-920-6280
- Kodiak Fire Protection: 469-342-6819
- Nortex Security: 972-294-9638
- North America Security: 214-217-0088
- PDR Security: 817-739-8292
- Protection 4 the Stars: 214-418-8565
- First Responder Protective: 800-757-3301
- United Front Security Services: 469-668-8786
- T.steen Agency: 254-733-4262
- Ranger Fire Inc.: 214-912-5505

**Responsibilities of Fire Watch**

- Perform periodic patrols of the area(s) affected, includes all interior rooms, spaces, offices, etc.
- Shall not perform any other duties other than acting as a Fire Watch.
- Identify any signs of fire, life safety, or other hazards and immediately report them.
- Shall have at least one (1) means of direct communication with the Fire Department.
- If a fire or other immediate life safety hazard is discovered, the Fire Watch must notify the Fire Department by calling 9-1-1.
- Be equipped with a bullhorn/air horn (or other loud sounding device), flashlight, mobile phone and/or radio.
- Fire Watch shall notify occupants of the need to evacuate if a fire or other life safety hazard is discovered.
- Know the location of and the operation of fire extinguishers located within the area under Fire Watch.
- Maintain entries on the Fire Watch Log Sheet.

To be released from fire watch the McKinney FMO may be reached via:

- Phone: 972-547-2850, Option 2
- After-hours: 972-547-2700
- Email: [FMO@McKinneyTexas.org](mailto:FMO@McKinneyTexas.org)

**Inspection Signatures**

**Occupancy Contact Signature**

Callie Hardin

**Inspector Signature**

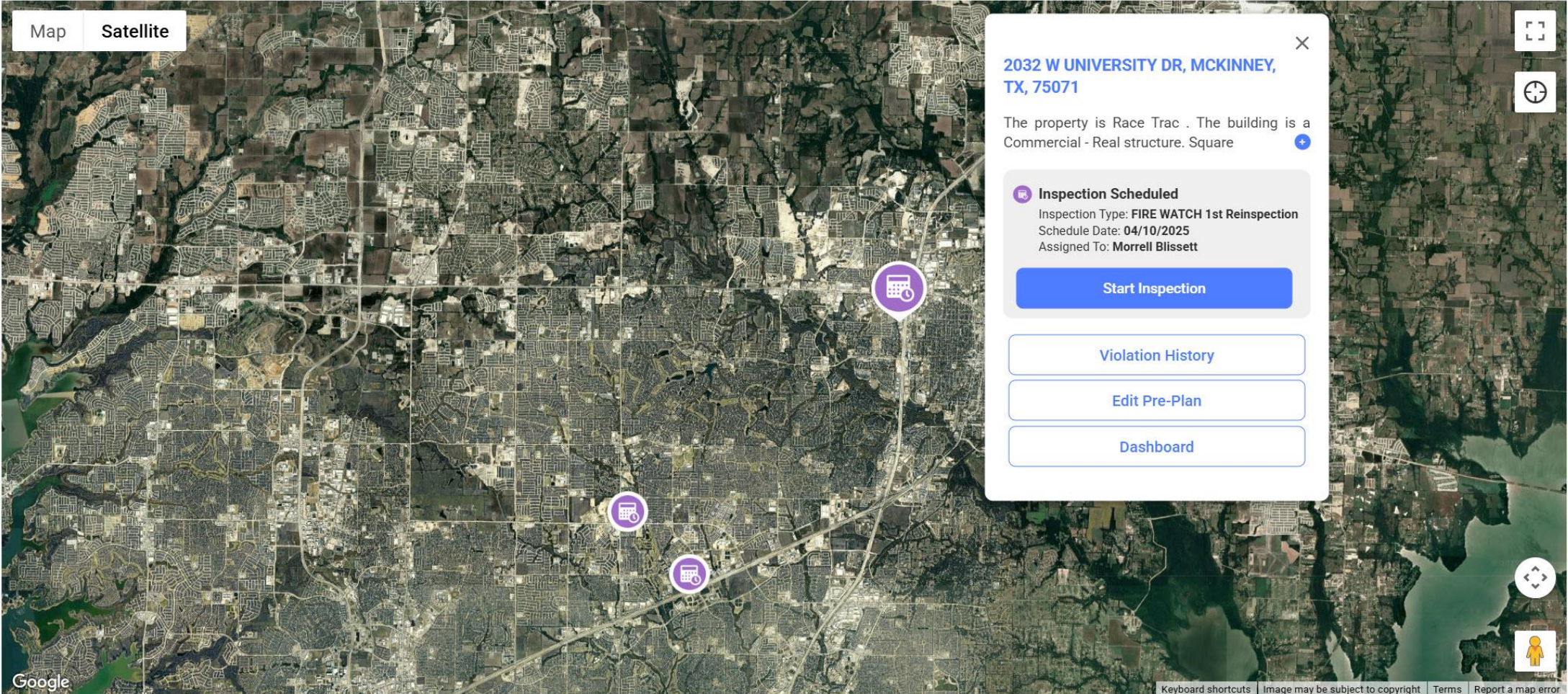
Troy Jordan  
Firefighter/ Paramedic



## Inspections Map

Map

Satellite



2032 W UNIVERSITY DR, MCKINNEY, TX, 75071

The property is Race Trac . The building is a Commercial - Real structure. Square

Inspection Scheduled

Inspection Type: FIRE WATCH 1st Reinspection  
Schedule Date: 04/10/2025  
Assigned To: Morrell Blissett

Start Inspection

Violation History

Edit Pre-Plan

Dashboard

Google

Keyboard shortcuts | Image may be subject to copyright | Terms | Report a map error





Parcel Number

R-3199-00A-01R1-1

First Due ID

39457950

Inspection District

Inspection Zone

External Occupancy Id

☐ Not Shared Location

Occupancy Note

GIS #1

GIS #2

Occupancy

Contacts

Pre-planning

Permits

Inspections

Violations

Attachments

Incident Documentation

Investigation

Log



Show: 14 items selected

Location	Inspection Number	Original Violation ...	Initial Result	Current Result	Total inspection fo...	Resolved Date	Images	Actions
2032 W UNIVERSITY DR, ...	MFD-2023-00006...	12/14/2023 10:57	✖ Fail	👍 Resolved	5	04/22/2024 12:41	1	
2032 W UNIVERSITY DR, ...	MFD-2023-00006...	12/14/2023 10:57	✖ Fail	👍 Resolved	5	04/22/2024 12:41	1	
2032 W UNIVERSITY DR, ...	MFD-2023-00006...	12/14/2023 10:57	✖ Fail	👍 Resolved	5	01/19/2024 10:39	5	
2032 W UNIVERSITY DR, ...	MFD-2024-00015...	08/02/2024 14:29	✖ Fail	👍 Resolved	2	08/27/2024 06:15		

INNOVATION IN ACTION

HOW TEXAS FIRE AGENCIES ARE LEADING THE FUTURE WITH FIRST DUE

Greenville Fire Dept.



PROBLEM

IMPACT

SOLUTION

Lack of a clear picture for Vulnerable Communities



Increased risk to community

Limited tools to proactively engage the community



Increased Risk to Responders

No direct link with Emergency Response



Leverage Response Data



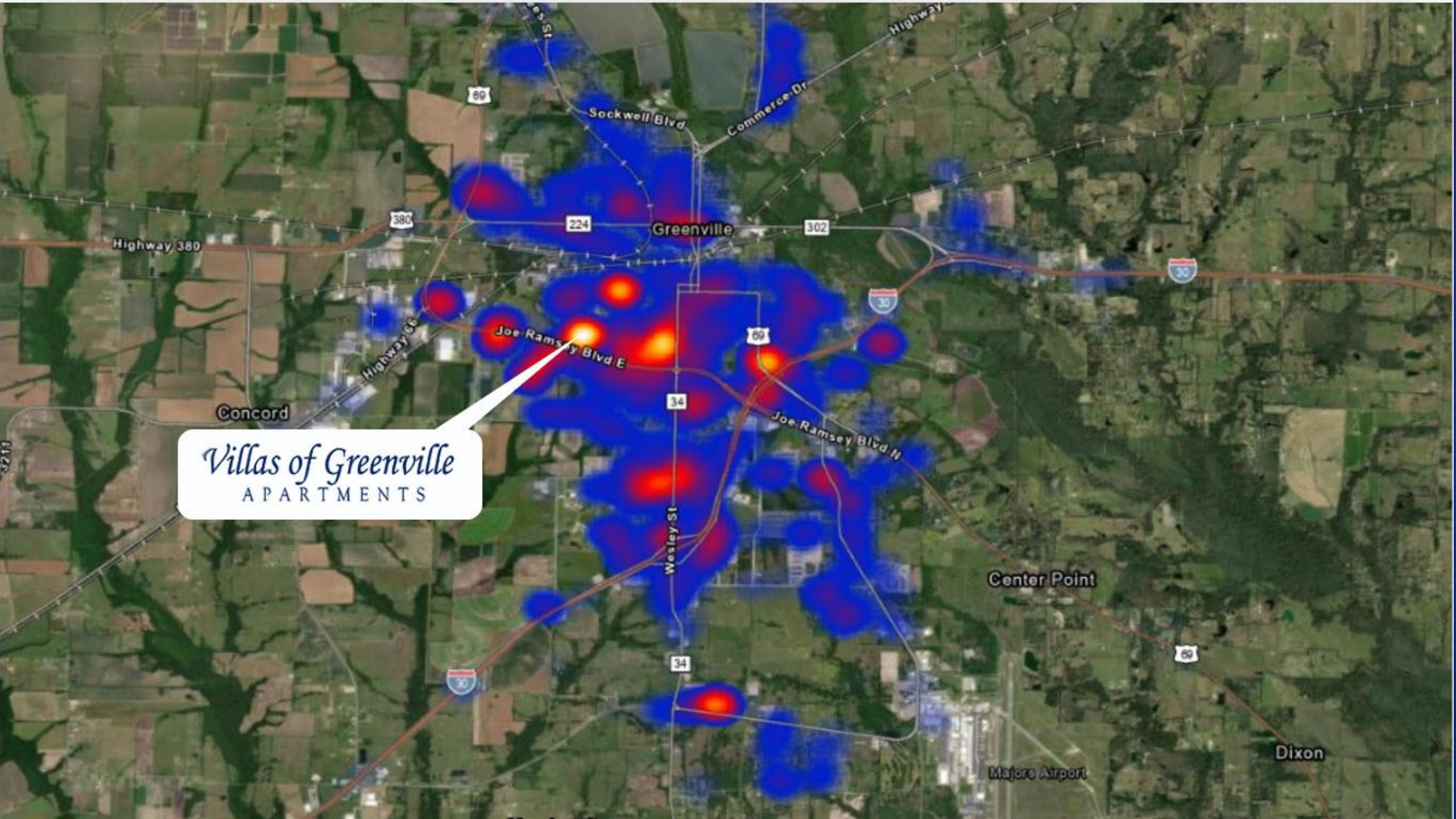
Market to Target Populations



Integrate with Incident Response







*Villas of Greenville*  
APARTMENTS





## Community Connect Info Worksheet



**Community Connect Helpful Information:** There are several "buckets" to which you may submit information. Pre-fill in your info if you need help getting your account set up! \*Note: All information is voluntary (other than Contact Info) and **requires an email address to sign up on your own.** If no email, call us at Fire Administration 903-457-2940. We can sign you up over the phone or fill out this worksheet and return it to Fire Admin at 2603 Templeton St.



### My Info Bucket

Address: (Must be in Greenville city limits) \_\_\_\_\_  
Name of Primary Residence Contact: \_\_\_\_\_  
Email Of person who will be updating information: \_\_\_\_\_  
Phone Number Of Primary Residence Contact: \_\_\_\_\_  
Time Zone: **Select Central Standard Time (CST)**



### Household Information Bucket

How many residents under 18? \_\_\_\_\_  
Is this an apartment? \_\_\_\_\_  
Does your home have an elevator? \_\_\_\_\_  
Does your home have a fire sprinkler system? \_\_\_\_\_  
Does your home have a monitored smoke detection system that can alert the Fire Dept? Y N  
Does your home have an above ground fuel storage tank? \_\_\_\_\_  
Does your home have a pool? \_\_\_\_\_  
Does your home have a basement? \_\_\_\_\_  
Describe your meeting place if you have one: (GFR recommends having a safe meeting place outside your home in case of a fire to ensure all residents are accounted for.) \_\_\_\_\_  
Do you rent or own? \_\_\_\_\_  
How is your house heated? \_\_\_\_\_  
Any other special hazards or other information you would like first responders to know? (Fill in any other info you feel would be important for first responders to know, especially number of people living in the home.) \_\_\_\_\_



**Together, Building a Safer Community  
Through Prevention, Preparedness, &  
Response.**



**Provide information to firefighters you think is  
important for them to know during an emergency  
— before they arrive!**

**Information such as: number of people living in your home, emergency contacts, pet  
info. Information is free to submit, secure and only for First Responders.**

**Create or Update Your Community Connect Profile at**

**<https://gfdtx.online/CommunityConnect>**

**If no Internet access, contact Fire Administration at 903-457-2940 for assistance!**

### COMMUNITY CONNECT: Help Us Help You!

The Greenville Fire Department has been working closely with technology partner First Due to release Community Connect, a website focused on protecting residents and their property in the most effective way possible during an incident or major disaster.

Community Connect is a secure, easy-to-use website that allows residents to share critical information about their household in order to help first responders respond more efficiently and effectively with the goal of ultimately resulting in better incident outcomes for our residents.

Community Connect is **FREE** and completely **VOLUNTARY**. Residents are able to decide what information they are comfortable sharing, such as if there is a disabled or functional-needs person who lives in the residence, contact information, emergency water and electric shut-offs, tornado shelter location—most anything that would help a firefighter help you in an emergency!

Residents can simply create a profile, enter critical property and occupant information, which is then made available to the Greenville Fire Department at the time of a 9-11 call. Info provided by residents within Community Connect is 100% secure and is used only for the purpose of better serving our residents during emergency situations.

"When responding to a citizen's home, there is information that we don't have that would be valuable in assisting how we respond to that caller," said Deputy Chief Jordan Stogsdill. "Letting us know information such as how many people might need rescuing in a fire, if yourself or family members have special needs that we should prepare for, or even if you have any pets you'd like us to know about, can really help us serve our citizen's in the most effective and caring way possible, when it matters most."

Community Connect is free for Greenville residents to create profiles and use. See the other side for suggestions on information that would be helpful to first responders before arrival on scene.

To register, go to: <https://gfdtx.online/CommunityConnect>

For more information about Community Connect, please call 903-457-2940 or via email: [srodriguez@ci.greenville.tx.us](mailto:srodriguez@ci.greenville.tx.us)



## City of Greenville COMMUNITY CONNECT

Together, Building a Safer  
Community Through Prevention,  
Preparedness & Response

**CREATE OR UPDATE YOUR PROFILE TODAY**

<https://www.communityconnect.io/info/ci-greenville>

### 1 Create an account

Sign in for free and get started  
doing your part. It just takes your  
email, phone number and address.

### 2 Enter the info that matters most

Enter valuable information  
that can help us assist more  
effectively during an emergency.

### 3 Help your Fire Department when seconds count

That's it. Just keep us updated  
when things change over time  
so we can always be prepared.

### WHAT KINDS OF INFORMATION CAN I PROVIDE?

Any information you provide through Community Connect is completely voluntary and based on what you are comfortable sharing. We have made it easy for you to know what may be important by organizing your secure portal into buckets of information you can enter.



Your Property



Your People



Your Needs



Your Pets

### HOW SECURE IS MY DATA AND HOW IS IT USED?

Data that you provide Community Connect is secure and is used only for the purpose of better serving you during emergency situations. Your information is never used for any other purpose. All logins are password protected with bank level encryption and security. If you're comfortable logging in to your online bank you'll be comfortable logging in to Community Connect.



Community Connect is  
**Safe & Secure**

INNOVATION IN ACTION

HOW TEXAS FIRE AGENCIES ARE LEADING THE FUTURE WITH FIRST DUE

El Paso Fire Dept.



PROBLEM

IMPACT

SOLUTION

Fragmented & Outdated  
Legacy Systems



Inefficient Equipment  
Tracking



Consolidation

Legacy PPE tracking



Lack of Data



Asset & Inventory Tracking



No Single home for  
reporting needs



Role-Based Dashboards



OVERALL CHECKS

03 Fire Station

Select Apparatus ...

DUE TODAY

STATION

APPARATUS

EQUIPMENT

KIT



Pumper 3

Assigned to Joel E Lara

Daily Emergency Vehicle Operational Check

last check 04/11/2025

NEXT DUE 04/12/2025

▶ Start Check

DSHS Apparatus Daily 1.2025

last check 04/11/2025

OVER DUE 04/12/2025 10:00

▶ Start Check

CAD Unit Functions Daily Checklist

last check 04/10/2025

OVER DUE 04/12/2025 12:00

▶ Start Check



Rescue 3

Assigned to Cano, Manuel V.

Daily Emergency Vehicle Operational Check

last check 04/11/2025

NEXT DUE 04/12/2025

▶ Start Check

CAD Unit Functions Daily Checklist

last check 04/11/2025

OVER DUE 04/12/2025 12:00

▶ Start Check

DSHS Rescue Inventory 3.2025

last check 04/11/2025

OVER DUE 04/12/2025 12:45

▶ Start Check

ASSIGNED EQUIPMENT

Go to

EQUIPMENT

KITS

My Equipment List

My Bulk Checks



Coat Structural - 068274000065

In Service

Coat Check list

last check 03/05/2025

OVER DUE 01/09/2024

▶ Start Check

PPE Cleaning

last check 05/21/2024

OVER DUE 04/01/2024 12:00

▶ Start Check

MY WORK ORDERS

Asset	ID #	WO Type	Summary	Status	Actions
SCBA Mask - 0077-5	2979	Strap Replacement	Bad Seal	Submitted	🔍
Fire Station 36	2950	Cleaning Supplies	Weekly 4/13	Requested	🔍
Turnout Coat 44L - Sample ...	2936	Uniform Request	Ripped	On Order	🔍
Fire Extinguisher 1 - 011 ...	2929	Basic Repair	"all seals intact - Fail"	Reported	🔍
Squad 36	2921	Basic Issue	"Backup & Brake lights - ...	Reported	🔍



# Check List History

Check List

--

Start Date

--/--/----

End Date

--/--/----

1 2 3 4 5 6 7 8 9 10 →

20 50 100

## SFPC Daily PPE Bulk Check



Completed 10 / 10

By: Chavez, Denny  
Started at: 03/12/2025 19:01:44  
Ends at: 03/12/2025 19:01:56



## SFPC Advanced Cleaning NFPA 1851 - ON DEMAND



Completed 4 / 4

By: Oswaldo Felix  
Started at: 03/05/2025 19:11:37  
Ends at: 03/05/2025 19:11:42



## SFPC Advanced Inspection NFPA 1851 - ON DEMAND



Completed 5 / 5

By: Oswaldo Felix  
Started at: 03/05/2025 19:11:24  
Ends at: 03/05/2025 19:11:28



## SFPC Daily PPE Bulk Check



Completed 10 / 10

By: Chavez, Denny  
Started at: 02/22/2025 13:25:05  
Ends at: 02/22/2025 13:25:13



## SFPC Advanced Cleaning NFPA 1851 - ON DEMAND



Completed 4 / 4

By: Chavez, Denny  
Started at: 02/22/2025 13:24:27  
Ends at: 02/22/2025 13:24:42



Back

## SFPC Daily PPE Bulk Check

Equipment: SFPC Pants

By: Chavez, Denny  
Started at: 03/12/2025 19:01:44  
Ends at: 03/12/2025 19:01:56

General

10

➡ The label is legible, and the serial number and manufacture date match First Due.



➡ All components are installed and ready for service.



➡ The item is within its 10-year service life.



➡ The item is not soiled.



➡ The item is not contaminated.



➡ The item does not have physical damage. : Rips, tears, cracks, crazing, dents, deformity, punctures, abrasions, damaged or missing hardware, closure systems, components or thermal damage.

Pass

Fail



➡ The reflective trim is not damaged or missing.



➡ There is no loss in seam integrity and broken or missing stitches.



➡ There is no loss of form, fit, or function.



INNOVATION IN ACTION

HOW TEXAS FIRE AGENCIES ARE LEADING THE FUTURE WITH FIRST DUE

Fort Worth Fire Dept.



PROBLEM

IMPACT

SOLUTION

Paper Based Preplans



Lack of Use



Outdated Information



Increased Risk



Cloud Based Preplans



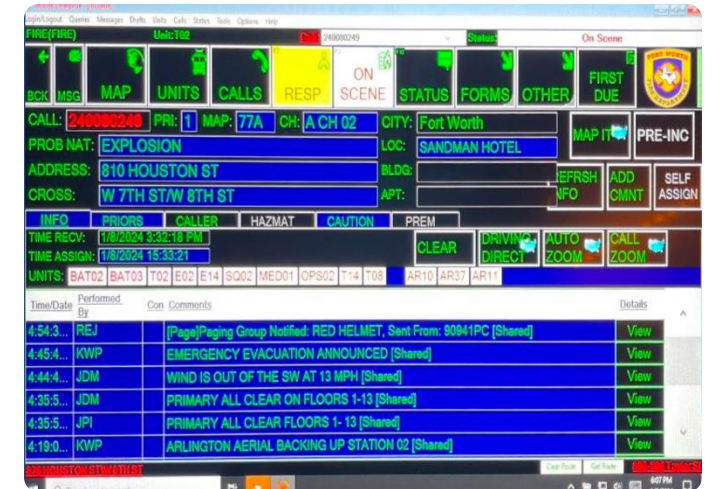
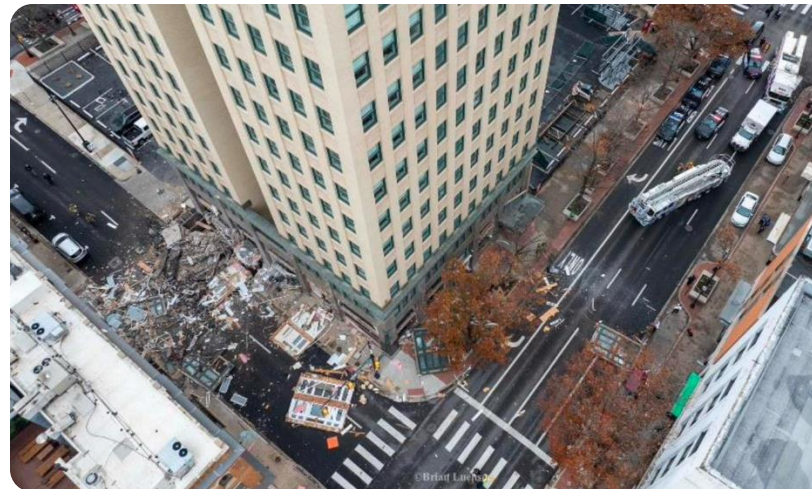
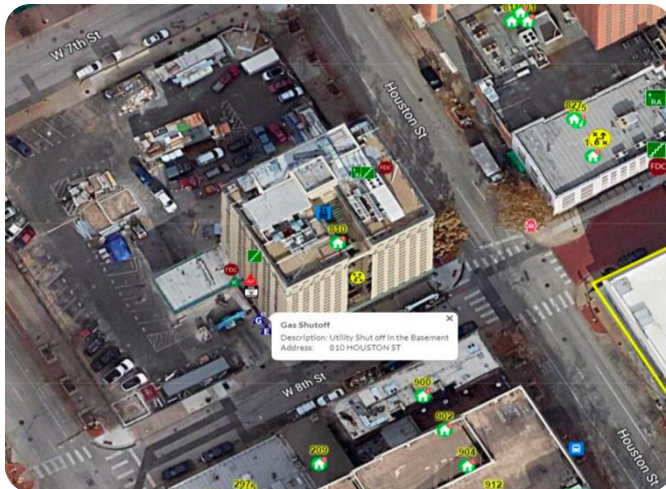
Instant Updates



Role-Based Editing & Approval



# Sandman Explosion



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23



## PREPLAN PROGRAM SUCCESS

This incident highlights the benefits of the Pre-Incident Plan Program and using First Due, as Station 2 effectively managed the critical first minutes thanks to key building information, with additional support from the FWFD Preplan Coordinator at the Command Post.





**DECEMBER 16, 2023**

Station 2 B shift formalized a pre-incident plan by inputting icons into First Due, detailing main entrances, stairwells, elevators, tactical considerations, and utility shutoff locations.



**JANUARY 8, 2024**

Around 1530 hours, an explosion occurred in downtown Fort Worth. City Hall called in the explosion to FAO. An Explosion call type was dispatched. Crews on scene found severe damage to the roadways, exterior, and interior of the building. Concerns included first floor collapse into the basement, search and rescue of the debris pile, working around a major natural gas leak, and searching the upper floors to verify evacuation. In all there were 21 total injuries and 14 people were transported.



**PREPLAN PROGRAM SUCCESS**

This incident showcases the advantages of participating in the Pre-Incident Plan Program and utilizing First Due to document building features. Because of the knowledge of key building services, Station 2 was able to manage the critical first few minutes more safely and efficiently. In addition, the FWFD Preplan Coordinator responded to support the Command Post during the incident.

**IF YOU AREN'T USING FIRST DUE, YOU ARE NOT USING ALL THE TOOLS TO HELP YOU AND YOUR CREW BE PREPARED FOR THE JOB!!**

Battalion Chief Bobby Fimbres  
FWFD Preplan Program Director  
817-991-1334

Eng. Brian Hekele  
FWFD Preplan Program Coordinator  
817-475-9529

## PREPLAN PROGRAM SUCCESS

This incident highlights the benefits of the Pre-Incident Plan Program and using First Due, as Station 2 effectively managed the critical first minutes thanks to key building information, with additional support from the FWFD Preplan Coordinator at the Command Post.

# Lessons Learned Across Texas



Role Based Access from any Device at any Time



Occupancy Data Leveraged Across Multiple Modules



Data Informed Targeted Community Outreach



Safer Incident Response with Modern & Accessible Preplans



# What's New and What's Next



AI Enhanced Scheduling with Automation



AI Powered Incident Documentation (ePCR / NFIRS & NERIS)



Health and Wellness Module



LMS



Inspect, Test, Manage



New Advanced Analytics Functionality









## Scheduling



Shift Board



Month

Week

3 Days

Day

+ More Options

Deployment



11/20/2023



Today

Next Shift Date

Board

All assignment

63 items



ASSIGNMENT

FRIDAY 30



Battalion 1

Station 1

Important!! Training 9:00 HCFS

Day 08:00 - 18:00

Aaron Almaraz CAP ENG EMT

Vacancy CAP

Brandon Rigaud

3/5 08:00 - 08:00

Aaron Almaraz CAP ENG EMT



Engine 101

Station 1

Important!! Training 9:00 HCFS

Day 08:00 - 17:00

Aaron Almaraz CAP ENG EMT

Vacancy FF

Ben Hastings

3/5 08:00 - 08:00

Aaron Almaraz CAP ENG EMT



Station 2

Station 1

Aaron Almaraz CAP ENG EMT

Vacancy FF

Aaron Almaraz CAP ENG EMT

3/5 08:00 - 08:00



Rescue 101

Aaron Almaraz CAP ENG EMT

Night 18:00 - 08:00

Aaron Almaraz CAP ENG EMT

Vacancy ENG

Dayron Coll

Aaron Almaraz CAP ENG EMT

Night 17:00 - 08:00

Aaron Almaraz CAP ENG EMT

Vacancy CAP

1 Captain

Aaron Almaraz CAP ENG EMT

### AUTOMATION

#### RECOMMENDED ACTIONS

Move Employees 3

Brandon Rigaud CAP ENG EMT  
↳ Battalion 1 DAY 0800-1800

Dayron Coll ENG  
↳ Battalion 1 NIGHT 1800-0800

Ben Hastings FF EMT  
↳ Engine 1 DAY 0800-1700

Call Shifts 4

1 Captain > Engine 1

1 Firefighter > Rescue 101

1 Firefighter > Rescue 101

1 Engineer > Ladder 201


Initiate and Move All

Exposure

Exposure Number  
2025-25399926

Address  
7120 G

Save



Chris Walker

General Info

Biological

Chemical

Physical

Traumatic

Attachments

Type of Environment

Vehicle

Exposure Route

Injection/Puncture

Actions Taken during Exposure

Hand Washing, reporting to ICO

Duration of Exposure

1

in minutes


Type of biological agent encountered

Blood

Cancel

Update

Personnel Exposure



Chris Walker

Exposure Types

Chemical

Biological

Alex Elavumkal

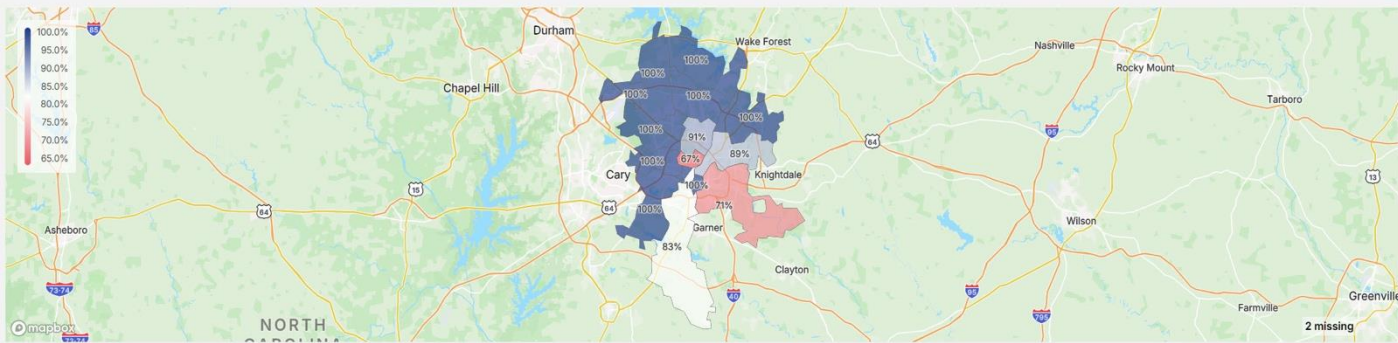
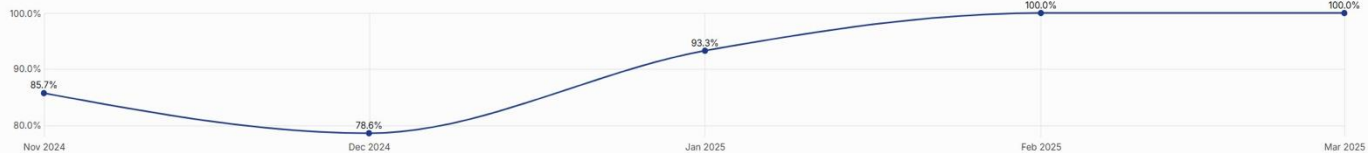
Exposure Types

Chemical

Biological

+2

Percentage of Incidents within ERF Full Alarm Time Standard



## Trauma Performance Dashboard

Time Range

Select date range

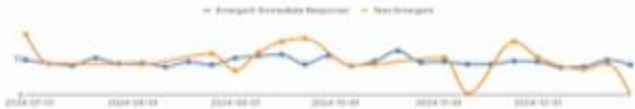
NEMSQA TRAUMA-01  
**93.1%**

NEMSQA TRAUMA-03  
**81.7%**

NEMSQA TRAUMA-04  
**24.8%**

NEMSQA TRAUMA-08  
**93.4%**

90th % Response to Trauma Incidents



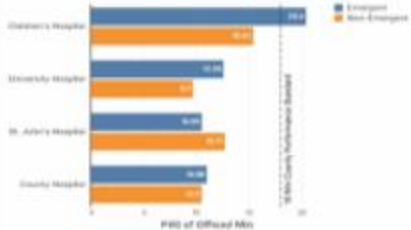
90th % Scene Times for Trauma Patients



90th % Ambulance Offload Times for Trauma Patients



90th % Ambulance Offload Times by Destination



% of Trauma Transports with compliant offload times (< 15 min)



% of Critical Trauma with compliant scene times (< 10 min)



## P90 Call Processing

**1**

↓ 50.0% Mar vs Feb, 2025

## P90 Turnout Time

**1.80**

↓ 0.9% Mar vs Feb, 2025

## P90 Travel Time

**7.65**

↓ 3.2% Mar vs Feb, 2025

## P90 Response Time

**8.83**

↓ 1.3% Mar vs Feb, 2025

## P90 Time on Scene

**36.15**

↑ 14.1% Mar vs Feb, 2025

# Thank You!

QUESTIONS OR COMMENTS?



**Chris Walker**

SOLUTIONS CONSULTANT



**Rachael Landman**

ACCOUNT EXECUTIVE – TX, LA

**BOOTH #38**

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at the Texas Fire Chief's Association Annual  
Conference



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