

BULLETIN

NO: 21-187
DATE: November 29, 2021
TO: All Personnel
FROM: Roger M. Fisher, Deputy Fire Chief, Emergency Command & Data Center
SUBJECT: New iPads Assigned to Fire Operations via EMS Contract

New iPads have been assigned to all frontline first responder units for the primary purpose of ePCR documentation via the "StreetEMS" ePCR application. These tablets are provided under the EMS Agreement by Falck Ambulance which began medical transportation services on November 27th, 2021. In addition to the ePCR application, there are a variety of additional mobile applications loaded to these devices assigned to first responders. Requests for technical support for these devices could fall into (2) different areas of responsibility, based upon problem(s) and the application of concern.

The first stop for any request for technical support shall always be the City IT Help Desk which can be reached via **x65999 or 877-796-5999**. The IT Help Desk will be provided sufficient direction to immediately solve or assign the appropriate agency (SDFD IT versus Falck) based on your description. For your awareness, in general terms:

1. All ePCR related issues (StreetEMS) including password issues, registration of device, software bugs, etc. would be directed to Falck.
2. iPad device (hardware) issues such as broken, loss, operating system (iOS problems), cellular connectivity, are the responsibility of Falck.
3. Fire-Rescue IT will continue to support issues concerning applications such as:
 - a. Street Fire RMS
 - b. Tablet Command Mobile
 - c. Intterra
 - d. PSTrax
 - e. Streamline Inspections
 - f. SimsUShare
 - g. SDFD Radios
 - h. SDFD Maps
 - i. Smartsheet Forms
 - j. Telestaff
 - k. Vector Solutions

As already stated, the required and most expeditious process to follow is to generate a City IT Help Desk ticket which will lead to the appropriate assignment of any support need. Please direct any questions to your chain of command regarding this guidance.

<u>Application/Web Link</u>	<u>Use Case</u>
Tablet Command Mobile	Provides list of current active incidents with notes, ability to navigate to incident address, real-time resource location, specialized user maps and push notifications. See attached one page information sheet for additional details.
Intterra Mapping Application	Situational awareness mapping application that provides list of current active incidents with notes, resource strength and coverage tool, access to preplans, specialized map layers and emergency incident mapping tools. See attached one page information sheet for additional details.
Street Fire RMS	Application for completing required National Fire Incident Reporting System (NFIRS) reports.
PSTrax	Application for completing daily equipment checks, narcotics documentation and inventory management.
Streamline Inspections	Fire Inspection application
SimsUShare	Application creating fire response simulations
SDFD Radios <ul style="list-style-type: none"> VHF Mobile and Portable 700/800 Mhz Fleet Map 	Link to 700/800 Mhz and VHF radio fleet maps
SDFD Maps <ul style="list-style-type: none"> Wide Area Maps Public Safety Grid Coastal Planning Areas UCSD Campus Fire Map Book Wildland Plans Swiftwater Rescue Otay Valley Trails Map 7.5 Quads 	Link to several fire department specialized maps
SmrtShtForms <ul style="list-style-type: none"> Significant Incidents Significant Incident Addendum Dispatch Feedback MDC Feedback Community Events Youth Fire Setter 	Links to various Smartsheet Forms for submitting information and feedback.
SDGE Weather Awareness Map	Link to SDGE weather awareness map.
Emergency Response Guide	Department of Transportation Emergency Response Guide
SDLECC-SAR	San Diego Law Enforcement Coordination Center for submitting Suspicious Activity Reports
FIRESCOPE FOG	Field Operations Guide (ICS 420)
County Protocols	Link to San Diego County Prehospital Protocols
Telestaff	Link to Telestaff-Kronos Workforce Staffing Solution
Vector Solutions	Link to Vector Solutions – Target Solutions training site
Apple Maps	Navigation mapping

Google Maps	Navigation mapping
Google Earth	3D mapping application
Google Chrome	Internet browser for searching
Zoom	Application for video conferencing