

**EXHIBIT A-1**  
**To AGREEMENT FOR SERVICES**

**REVISED SCOPE OF SERVICES**

Consultant to provide services related to the following actions items and deliverables:

**1. Data Analysis (to include some or all of the following)**

- a. Perform analysis of current and historic calls for service.
- b. Extract raw data from Computer Aided Dispatch (CAD) system that includes all calls processed through the CONFIRE JPA communication system that involved CONFIRE member or contract fire department resources or occurred in a jurisdiction of a CONFIRE served agency.
- c. Perform analysis of calls for service data to include response types, volume of calls, location and time of day of each call, time on task, unit hour utilization, medical acuity of Emergency Medical Service (EMS) calls based on Emergency Medical Dispatch (EMD) determinants, mutual and automatic aid impacts, fire and rescue types and occurrences, and other relevant emergency and non-emergency service call characteristics.
- d. Integrate data points into logical combinations and comparisons to develop a foundation for strategic decision making and for further analysis.
- e. Examine EMS dispatch and patient records to determine community use characteristics, impacts of patient care delivered by responding personnel, and outcomes.
- f. Provide data sets for spatial analysis of emergency fire, rescue, and medical service calls for service through CONFIRE GIS mapping and analysis.
- g. Analyze EMS data of CONFIRE agencies to determine primary chief complaint categories and effectiveness of treatment modes.
- h. Provide reports and presentations to CONFIRE stakeholders relating to the processes and findings of contractor's data analysis.
- i. Participate in meetings related to the capture, retrieval, and analysis of CONFIRE data. Offer relevant observations and make recommendations based on findings.
- j. Work with outside vendors who currently provide, or may provide, data capture and/or analysis tools for emergency and non-emergency activity of CONFIRE agencies or cooperators.
- k. Create reporting tools for use by CONFIRE Admin and agency reps
- l. Develop and build triggers and reports in Firstwatch, Excel or other means that can be utilized by CONFIRE for data purposes going forward.
- m. Create repeatable queries or other tools/reports for analyzing data from the following data sources:
  - i. CAD
  - ii. ProQA
  - iii. Vesta Analytics
  - iv. Image Trend

- 2. Acts as CONFIRE Admin Chiefs Liaison in various venues specific to data collection and analysis**
  - a. ICEMA (Image Trends MOU)
  - b. CONFIRE Ops & Support Committees
  - c. EMD/ECNS Project
    - i. Dispatch Review Committee
  
- 3. Evaluate Options and Develop Recommendations.**
  - a. Assist CONFIRE in working with allied agencies to explore service partnerships that enhance service levels of CONFIRE and their represented agencies. This could include any of the following individually or in combination:
    - i. Ambulance transport providers.
    - ii. Local hospitals and medical facilities.
    - iii. Local regulatory agencies e.g. Inland Counties Emergency Medical Agency (ICEMA)
    - iv. State and Local government agencies.
    - v. Non-CONFIRE communication centers
    - vi. Other public and private agencies e.g. public and private insurance carriers, non-emergency transportation providers, Department of Public Health.
  
- 4. Assist CONFIRE Agencies with Agency Specific Data and Research Needs**
  - a. Advise on reporting possibilities using CAD, GIS, or other RMS available data relating to service delivery of specific CONFIRE agencies.
  - b. Research and prepare reports for specific CONFIRE agencies as requested.
  
- 5. Organizational Effectiveness and Leadership Development**
  - a. Evaluate organizational health and development, including leadership practices, team dynamics, communication effectiveness, and training programs. Evaluation methods may include interviews, facilitated discussions, document review, and observational assessment as mutually agreed upon with administrative leadership. Consultant will deliver findings and evidence-informed recommendations identifying organizational strengths, areas for improvement, and strategies to enhance effectiveness. Consultant may support the organization through facilitation of leadership development, team initiatives, and training programs when authorized by the Agency.