January 16, 2025

Dear IE PSOP Exec Team and Operational Partners,

First, my sincere apologies for the lack of communication on this project recently. I delayed some communication due to the protracted nature of these projects and had sincerely expected to have a good update several times long this journey. There have been many hurdles and challenges along the way, but the team has been diligent and dedicated to getting this program fully implemented. We believed success was imminent….then it wasn't.

Currently, our vendor, Central Square has been experiencing significant technical issues with the Hub which has put long planned go live projects on hold. In fact, we have opted to take the live system offline temporarily due to the platform's instability.

This impacts the following live agencies:
CONFIRE
Chino PD
San Manuel DPS
Riverside County Fire (CAL FIRE)

As well as five active integration projects (all very close to go-live):
CAL FIRE San Bernardino
Murietta FD
Ontario FD
AMR Riverside
AMR San Bernardino

This also precludes us from starting new projects and/or soliciting additional participants for the time being.

To summarize the issue, during the large fire activity last September (Bridge, Line and Airport Fires), we were in an active go live session with Ontario FD when the platform experienced a serious failure and went offline. Initial thoughts were that it was an issue with the computing capacity of the Hub. Central Square (CST) installed additional capacity (more than double) which ultimately did not remedy the issue. The system failure also impacted the Orange County Fire Authority instance of the Hub.

CST proceeded to investigate the matter while the teams continued to test and configure for eventual go live sessions. As a result of the initial system failure, the platform became increasingly unstable despite many efforts by CST to resolve the matter. This made testing sessions problematic and began to impact actual operations. The problem got to the point where we made the decision to stop work on the project until CST could get an accurate diagnosis of the root cause factors and develop a solution to address them.

This is where we currently stand:
- CST believes it has diagnosed the problem (database architecture) and has a proof of concept for a solution.
- Two calls have been scheduled (Jan 13 & 27) with multiple stakeholders to go over this information and develop a plan to test the solution and eventually release an update that will address the matter. (The Jan 13 meeting was quite productive).
- CST plans to have a version of the updated platform for testing by late January, early February.
- They estimate the resolution to the problem being available by the end of March (possibly sooner).

This project is fully funded through UASI and HSGP grants managed by CONFIRE. Annual subscription fees have mostly been covered by these grants until we are at a fully implemented phase at which point each participating agency will be billed by CONFIRE for those costs though our agency agreements (some need updating). Central Square has issued credits in response to changes in its pricing structure and program difficulties. These credits have been used to continue to fund the program which has reduced its overall costs.

We will pursue additional concessions from CST should this program experience further challenges.

My commitment to this group is to provide more frequent written updates on the progress of this development. I believe the issue will be resolved and we will get things back up and running at which point we can complete bring agencies online.

I will provide a follow-up update to this group after our discovery meetings with Central Square and keep you posted with more frequent updates. We will likely set up a call for the group in February once we get a better sense from Central Square about their proposed solution's efficacy.

If you have and additional questions/concerns please contact me at mbell@confire.org.

Thank you,
Mike Bell
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CC: CONFIRE Admin Committee