

## 2023 Justification Letter

***Training Management | Operations & Asset Management | Workforce Management |  
Early Intervention and Performance Management | EHS Management***

This document serves as a justification letter for Vector Solutions' integrated suite of systems for online training and live skill evaluations (**Vector LMS** and **Vector Evaluations+**), operations and asset management (**Vector Check It**), workforce management (**Vector Scheduling**), early intervention and performance management (**Guardian Tracking**) and **EHS Management**, which are all developed and provided solely by Vector Solutions, the industry's leading provider of solutions to train, prepare, and retain your personnel.

### **Service Description**

Vector Solutions' industry-leading online training, operations, scheduling, evaluations, early intervention and performance, and EHS management system is a comprehensive suite of proprietary web-based solutions for Fire and EMS departments and is the industry's only all-in-one operational hub for the management of training, assets, employee scheduling, skill assessments and safety compliance. The unique, one-of-a-kind software features exclusive software tools built with fire departments in mind, including best-in-class training courses and recordkeeping applications.

### **Training**

Vector Solutions features the industry's leading Learning Management System (LMS) for scheduling, delivering, tracking, and reporting online courses and in-person training.

The software was developed for fire and EMS departments and when creating it, Vector Solutions leveraged partnerships with the NFPA and CAPCE to develop a new approach to training and continuing education. With the abundance online education available via the internet, **Vector LMS** has revolutionized fire and EMS training and continued education, which allowed departments to offer online training from any location and with minimal loss of personnel productivity. In addition to convenience and compliance benefits, the online training methodology, which has become common across all industries, can be completed at a fraction of the cost of managing and delivering classroom education using traditional methods.

Key features of **Vector LMS** include:

- Vector Solutions features the industry's leading learning management system for scheduling, delivering, and tracking online training courses.
- Vector Solutions offers more than 500 hours of training for fire departments, including more than 250 hours of accredited EMS continuing education courses.
  - Vector Solutions is organizationally accredited through CAPCE, the Commission on Accreditation for Pre-Hospital Continuing Education.
  - Vector Solutions features NFPA 1001, NFPA 1021, NFPA 1410, NFPA 1500, as well as Occupational Safety and Health Administration (OSHA), and more in its training catalog.
- The Vector Solutions platform features unique applications for managing fire department training, recordkeeping, and compliance tasks, including:
  - **Activities Builder** to assign custom training.
  - **Credentials Manager** to automate required training, onboarding, license renewals, etc.
  - **ISO Training Tracker** that offers an easy way to record hours spent on live skills training, simplifying ISO compliance.
  - **Community Resources** to share resources like policies, training programs, etc. across ECCs.
  - **File Center** to store your policies, bulletins, training resources, and more.
  - **Test Builder** to validate comprehension of training phases, policies, and more.
  - **Report Generator** to monitor training status of all personnel with an at-a-glance dashboard of who is overdue on their required training.
  - **Events Manager** to schedule training and manage registrations, or to keep staff up to date on upcoming events.
- **Vector LMS Enterprise** enables agencies to collaborate in a shared training platform while still managing their own Vector Solutions sites.

### Live Skills Training

**Vector Evaluations+**, a live skill evaluation solution, modernizes skill assessments with electronic skill sheets and forms that are accessible via a mobile app or web-based system.

Key features of **Vector Evaluations+** include:

- Agencies can eliminate paper processes and record, evaluate, and verify officer competencies in the field.
- Record an entire crews' training in a few clicks and sync in the LMS training management platform.

- Trainees better comprehend their performance and areas needed for adjustment with live video capture of their tactics and techniques.
- In addition to recording videos and taking photos from the **Evaluations+** app, best practice resources can be uploaded to help trainees comprehend a technique or strategy.
- The app comes with a library of pre-built skill sheets, or agencies can easily create their own to best suit their own needs.
- Multiple electronic signatures confirm both the trainee and supervisor have signed off to confirm an assessment or performance review. Additional layers of signatures can be added as needed, as is often required by public safety agencies.
- Use the **Evaluations+** app to document performance reviews and other operational activities, like observation reports for group trainings.
- Sync your mobile data through the workforce management LMS platform for a better 360-view into your personnel's overall competencies. This also simplifies record keeping by enabling agencies to keep all data in one place.

### **Inspections and Asset Management**

The Vector Solutions platform can be extended to the **Vector Check It** operations and asset management system for conducting inspections of equipment, apparatus, and inventory.

Key features of **Vector Check It** include:

- Integrated always available mobile application and web-based platform accessible from anywhere streamlines inspections and maintenance for vehicles, equipment, controlled substances, medical supplies, and other logged inventory.
- 24/7 real-time views of equipment status and location.
- Exclusive module for secure, cradle-to-grave management of controlled substances for ALS agencies.
- Secure tracking of expiration dates of all types of controlled substances and other resources assigned to a specific vehicle, person, or storage facility.
- Built-in verification features, such as eSignatures, employee pin numbers, and facial recognition technology, to ensure accountability.
- Push notifications, email alerts, and custom check-step comments to communicate the completion of an inspection, create check-step comments, or notify supervisors of issues.
- Ability to open service tickets for apparatus or equipment in need of repair to track its status, costs, and other information with intuitive workflows.

- Produce comprehensive reports with visually-driven data to view check history, performance, and other measurable steps, empowering agencies to make informed decisions when submitting annual reports or budget requests.

### **Scheduling Personnel**

**Vector Scheduling** provides a workforce management and employee resourcing software built for the complex organizational tasks for mission-critical industries.

Key features of **Vector Scheduling** include:

- A snapshot overview of shift schedules, minimum staffing levels, and employees' qualification in a dynamic workforce management dashboard.
- Meeting the needs of a mobile workforce, the accompanying mobile app keeps your teams connected and enables them to accept shifts, respond to callbacks, and more from their mobile devices.
- The ability to send mass employee notifications via calls/texts/pages/push notifications to a team or the entire department in seconds, speeding response time in the event of a critical incident.
- Give your personnel the convenience of checking schedules and requesting a day off or shift trade from their mobile device. Similarly, supervisors can check, approve, or deny requests as needed from their mobile devices.
- Automated approvals or denials based on agency-defined qualifiers can also be implemented, ensuring policies set by unions or other overseeing entities are abided by.
- Intelligent reporting offers insight into overtime and special assignments trends.
- Automate overtime hiring and reduce grievances with agency-defined, intelligent rules to assign the right staff quickly and fairly to the right shifts and assignments.
- Customizable and exportable reports to empower agencies to make informed decisions when submitting annual audits or budget requests. Reports include in-depth filters to analyze employee hours, payroll, overtime, and more.
- Access the program through the workforce management and operational LMS platform.

### **Early Intervention and Performance Management**

**Guardian Tracking** is a performance management and early intervention solution that helps transform the culture within agencies by equipping personnel with a process for consistent feedback and positive recognition and helps identify personnel in need of intervention before an adverse event takes place. No other software offers the breadth of

functionality for performance documentation, early intervention, or early recognition provided by our proprietary platform.

Key features of **Guardian Tracking** include:

- Protect the health and well-being of your first responders.
- Flag firefighters for increased screening to catch cancer sooner.
- Identify first responders who might need additional mental health support.
- Document how you protect the health of your team.
- Minimize absenteeism, burnout, and hours lost to illness.
- Encourage more peer-to-peer recognition.
- Increased productivity and teamwork.
- Improved job satisfaction.
- A team that feels a strong connection to your agency's mission.
- Better immediate and consistent performance feedback.
- Improved evaluation process with tangible data to support your ratings.

### **Environment, Health, and Safety**

**Vector EHS Management** is a comprehensive safety tracking solution that offers a web-based system and mobile application to streamline incident reporting, corrective actions and producing OSHA forms.

Key features of **Vector EHS Management** include:

- A mobile application that streamlines the incident reporting process and records incident details at the scene for accurate account of what occurred.
- Easily manage the claims process and track every variable to minimize costs of worker's compensation or employee leave.
- Track hazards or potential exposures with detailed reports and notify key stakeholders.
- Assign corrective actions after incident investigations, such as refresher training, and communicate corrective tasks to personnel through **Vector EHS Management**.
- Automatically translate incident reports to produce OSHA forms 300, 300A and 301 to easily export OSHA logs.
- Comprehensive reports show incident history to identify trends, address problem areas and more.



# MEMORANDUM

The City of  
**OKLAHOMA CITY**  
Fire Department

**To:** Sharmanlyne Vickers  
Purchasing Agent

**Through:** Pennie Leck *pl*  
Management Specialist

**From:** Richard A. Kelley *CR*  
Fire Chief *For Fire Chief*

**Date:** June 6, 2023

**Subject:** Sole Source – TargetSolutions Online Training and Records Management Software

The Oklahoma City Fire Department has a need to purchase premier membership platform fees and annual maintenance fee for the TargetSolutions software. TargetSolutions is an online training and records management system, which is developed and provided solely by TargetSolutions Learning LLC dba Vector Solutions. In 2014 the City Council authorized the advertisement of a request for proposals for an online training and records management software for the Fire Department. An agreement was approved in 2015 and was renewed the permissible four years and a sole source resolution approved for FY21, FY22, and FY23. The Fire Department would like to continue utilizing TargetSolutions as it provides a streamlined and cost-efficient process for managing the training needs and records management needs of the Fire Department. Staff requests sole source authority to purchase membership platform fees and annual maintenance from TargetSolutions Learning LLC dba Vector Solutions.