

Informational Bulletin

First Due App

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Effective Date: March 3, 2021

Expiration Date: N/A

Approved By: Darren L. Stevens, Fire Rescue Chief






















Through the course of regional participation, Fauquier County was able to participate in a grant award for the product known as First Due.

The First Due application is a software utilized to enhance the knowledge and capabilities of responders. The program provides real time data for dispatched alarms, and the ability to conduct pre-planning for structures within our response areas.

This platform is user friendly and can be accessed from iOS or android devices. User logins will be created for all system members. Recognized users should receive notification to their provided contact email when they have been activated with activation instructions.

In preparation for the launch of the program, station personnel have been asked to provide a list of perceived target hazards in an effort to prioritize the creation and update of pre-plans. It is currently thought that the best practice should be to minimize the data entered, to the information which will be most beneficial to a unit officer's first ten minutes of operation after arrival to an incident scene. Below is a list of icons which can be found in the platform and used for the pre-planning process. There are additional icons available for use as needed. However, this list is thought to be the "most used" icons.

	Alarm Panel		Side Designation (A, B, C, D)
	Caution Note		Do Not Enter
	Electrical Room		Electrical Panel
	Elevator		Fire Department Connection
	FDC Sprinkler		Fire Pump
	Knox Box		Stair Well
	Landing Zone		Stand Pipe
	Roof Access		Heating, Ventilation, AC
	Sprinkler Room		Propane Tank

There are multiple benefits to the program and personnel should make an effort to familiarize themselves with these uses.

Additionally, users should be cognizant of the ability to enter information into the program in real time. When personnel choose to enter information into the system, it shall be real and accurate information which is beneficial to a response. All information entered and published can be seen by ALL system users. Personnel should refrain from entering resident information, which can be construed as a violation of current HIPPA laws. Resident names and other specific demographics shall not be entered into the program unless authorized by the resident themselves or authorized emergency contacts.

The program contains sensitive information from 911 callers and emergency communication center call notes. Therefore, personnel should make an effort to not share the information within the app with non-system members. The app does have the ability to track “keystrokes” for the user actions within the system. Meaning, as a user enters information in the system, it is time stamped and can be accessed by administrators. Given this feature, it is imperative that users do not share their user name or password with other individuals.

Personnel should take the time to review the training videos at the following links. You will need to copy and paste the links into your web browser or hold ctrl + click link to play video.

Part 1: Introduction [Introduction to First Due – YouTube](#)

Part 2: Getting Started [Getting Started with First Due - YouTube](#)

Part 3: Web App. [Web Response - YouTube](#)

Part 4: Mobile App. [Mobile App Response - YouTube](#)

Part 5: Pre-Incident Planning [Pre-Incident Planning in First Due - YouTube](#)










In addition to the above referenced videos, below is a quick reference guide for pre-planning, provided by First Due. If personnel should have any additional questions, they can contact Captain Donald Jackson at donald.jackson@fauquiercounty.gov or Battalion Chief Dale Kidwell at dale.kidwell@fauquiercounty.gov



First Due Pre-Plan Field Guide


Finding an Address


- 1) First, make sure your Address Icons are enabled. The Green house icons over each address
 - Web – Click the house icon on the right side of the map
 - Mobile – Tap the layers icon in the top right of the map > Enable Nearby Addresses.
- 2) When dispatched to an address, click Edit Pre-Plan either on the Incident Icon (web) or Incident Details page (mobile).
- 3) To search for an address on the map, click on the magnifying glass in the top left.



Edit Pre-Plan



 Map Icons	Place the map icon where it is in the building. If it applies to the building in general, place in the center but not covering the Address Icon
How	- Click the + icon in the top right of the map > click the desired map icons > click on the map to place the icon > click the icon again and select Edit to open the left-hand panel to enter details or - Click Add New > Select the desired icon from the dropdown > enter the details in the left panel > In the bottom left corner of the map, look for the Unmapped Icon > drag to the map to place.
What	Caution Notes  , Access Problems  , Knox Box  , FDC  , Standpipe  , Alarm Panel  , Stairwells  , Sides (A, B, C, D), Sprinkler room 
Style	Size = Default. Pre-Plan Level = Ground.
Description	Text added here will be visible when the icon is selected on the Map and Dashboard
Attachments	Upload a photo of the item with perspective on the surrounding area to help identify location.
Save	Click Update (bottom left panel) and Publish.

 HazMat	Preplan any Hazardous Material on location.
How	Click the  in the top left panel or top right of the map.
UN# Look Up	Search by common name – Will populate UN #
Chemical Name	Type the Common Name here
Quantity	If Known, please document those
Location	Be Descriptive – Attach a photo if possible
SAVE	Click ADD > Publish when done

 Contacts	Please document at least one emergency key-holder.
Record	Type of Contact, Name, Phone, Notes
SAVE	Click ADD > Publish when done

 Attachments	Attachments are visible on the Dashboard and can include photos, pdfs, and more.
How	Attachments can be uploaded from your Camera, Camera Roll, or Files Folder
Suggestions	Floorplans, Evacuation Maps, and photos of any noteworthy items.
SAVE	Click ADD > Publish when done

 Address Details	<ol style="list-style-type: none"> 1) Verify you're on the correct address (top left) 2) Drag the Address Icon to the center of the building. (If your role permission allows you)
 Occupancy Details	The following fields should be completed: Business Name,

 Levels	Please refer to the Annotation Field Guide
 Annotations	<p>Refer to the Annotation Style Guide for Details</p> <p>To access the Annotation tool, tap the Pencil icon on the right side of the map.</p>

Questions regarding this bulletin should be directed to Battalion Chief Kidwell.