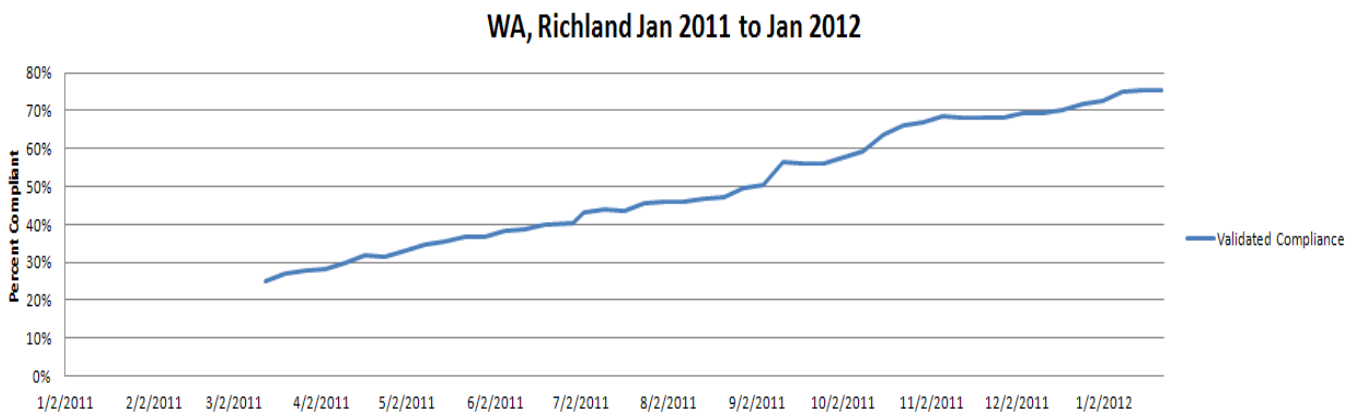


THE EFFECTS OF A SELF SUSTAINED ITM ENFORCEMENT MODEL FOR THE FIRE PROTECTION INDUSTRY

A Case Study of Richland, WA Fire Department Improving Compliance by using the Tegriss™ standard.



Tegriss Inc
5202 Olympic Drive NW Suite 202
Gig Harbor, WA 98335
888-880-2467
compliance@tegrissinc.com

CASE STUDY SUMMARY

Property owners are required to have their fire protection systems such as fire sprinkler, fire alarm, and kitchen hood suppression systems tested by a certified inspection service provider every year (or sooner). In Richland WA, the fire department is the authority responsible for enforcing these laws. The tools and resources available to the Richland fire marshal was only allowing the dedicated fire prevention staff to achieve 20% compliance; meaning 1 in 5 property owners were getting their inspections done on time (or at all). In January 2011, the Richland WA Fire Department partnered with Tegriss Inc to improve the level of compliance for inspecting, testing, and maintenance (ITM) of these systems in the community. Tegriss provides a no-cost compliance tracking program that automatically drives notifications to property owners who have overdue or impaired systems and builds the city records by collaborating with all the relevant stakeholders during the process.

One year later the department is delivering astounding and measurable improvements to the community and the inspection contractor industry. They represent one of the first cities to adopt a 3rd party enforcement management program and have the highest fully-measured compliance in the nation.

- IMPROVED PUBLIC SAFETY - Richland has improved compliance from 20% to 76% while tracking and enforcing the remaining 24% property owners through their pending inspection and system repairs. **97% of the properties are compliant within 90 days of their due date.**
- CREATED AND SECURED JOBS – Using the Tegriss system, Richland created \$172,000 of new inspection and repair work in the city and enabled the inspection contractors to secure that work for the industry in subsequent years.
- REDUCED COSTS FOR CITY BUSINESSES – Contractors have been flooding into the Richland market to compete for the new work. The local business owners now have over 45 inspection service providers to choose for competitive pricing.
- IMPROVED PUBLIC RELATIONS - The department is now communicating with every business owners in the city every year. Local inspectors communicate with the AHJ often as they're updating property records. They have a current contact list of business and contractors in the community and can now contact all of them with a single email.
- STREAMLINED GOVERNMENT TASKS - The department has drastically reduced the amount of resources they've had to dedicate to managing paperwork, tracking truant properties, and reviewing reports by 55%. This allowed them the time they needed to focus on more useful fire prevention activities.
- IMPROVED CITY RECORDS – 26.8% new systems have been discovered that were previously unrecorded and the data is continuously updated by the stakeholders.

The cost to the city = \$0.00.

THE TEGRIS STANDARD

Tegris Inc is an independent corporation established in 1981 with a focus on developing solutions for improving fire and life safety. Since 2006, we've been developing our flagship product, the TEGRIS Fire™ platform to help cities improve compliance for required inspection and repairs on fire protection systems. This patent-pending model is the only one of its kind in the world and has been producing very positive and measurable results in every one of our partner cities. The program uniquely collaborates with the local stakeholders to continuously update and grow public records without depending on departmental time and resources. The inspection service providers who elect to work in our partner cities are self-ensuring that 100% of the businesses are getting their inspections done on time. This gives them an economic stimulus that protects 100% of the potential work every year and removes their dependence on the rest of the economy and fire department budgets. Tegrism helps enforce the laws already in place that support an entire industry dedicated to public safety.

Tegris is comprised of national fire prevention advocates who have been contributing to the industry for decades as fire marshals, contractors, property owners, and national organizations. Our vision is to achieve 100% ITM nationwide compliance through education & training, collaboration, and self sustaining tools and standards.

The Tegris Standard defines a simple method for submitting inspection reports to one location in a timely manner with complete and legible information. This standard enables the fire department to quickly process reports and spend time enforcing on overdue and broken systems. TEGRIS Fire™ is a secure online program that helps enforce the Tegrism Standard by collecting, evaluating, and sorting the standard reports. It's also an engine that automates notification to properties that are overdue for inspection or repairs. Stakeholders are required to update their information through the secure online program and are offered valuable free services to encourage their collaboration.

THE RICHLAND WA MODEL

The Richland Fire Marshal enforced the Tegrism Standard and helped the community achieve 76% of the property owner's inspections on time in the first year alone. **97%** of the inspections are actually compliant within 90 days of their due date. The fire marshal took it one step further and sent a Notice of Civil Violation to the few properties that went beyond 90 days and gave them a short time to rectify their truant inspection or face civil penalties. In ONE year the city has developed a reproducible self-sustaining model that ensures **100% compliance** while reducing their overall ITM workload.

Email message received from Richland Fire Department on December 16, 2011...

We, RFD Prevention, have been discussing how we can measure our efforts in gaining compliance and what are successful outputs and outcomes. One particular output we are considering is the percentage of compliant properties that are less than 90 days overdue. When we figure in the time spans between the property owner arranging for a contractor, the contractor scheduling the appointment, conducting the testing and the date they finally enter the records, most of our properties are overdue for a time. By accepting that most properties will be overdue for a time and allowing for some leeway, we find that we are very effective using Tegrís. Figuring the above output, we are at 97% general compliancy today! That is a huge improvement from where we were before we started using Tegrís.

Just so you know, at 90 days overdue we sent a correction letter and follow that letter with a Notice of Civil Violation letter. We have been 100% successful with the few stragglers that reach this stage of the process.

Kurt Hubele

FIRST STEPS

With no cost to the city, Tegrís started collecting all the system and property records into a single database for the department including file cabinets, existing databases, and unrecorded departmental knowledge. To prepare the city for the new submittal and tracking standard the Fire Marshal reached out to all known contractors in their area. The feedback they received ranged from great enthusiasm to great concern. Tegrís met with each local contractor to discuss their concerns and train them on how to use and benefit from the program. After a year into the program the number of inspection service providers who choose to work in Richland has tripled.

ADDRESSING THE CHALLENGES

There were a few expected challenges that the department had to address while establishing the Tegrís standard.

1. **Collecting data** – Public records are seldom gathered into one maintained location. In the case of fire departments they exist in file cabinets, in partial databases, in notebooks, and in the heads of fire department staff. Tegrís worked with Richland to gather these records into one initial database to start from. Although it wasn't required the department spent some extra time purifying the data which gave them a strong start. Over the first year, any data that was found to be outdated or inaccurate (eg. Incorrect contact information, system types, or due dates) was updated by the service providers and property managers through Tegrís' online collaborative platform. As the department themselves discovered inaccurate data they too updated the information. The stakeholders in the Richland jurisdiction have gone through a full year of collaboration and the department is now maintaining a very complete and accurate record.
2. **Code Development** - The fire marshal took the extra steps to ensure that establishing Tegrís as their submittal standard was enforceable by code. Along with the code the fire marshal

established a simple but strict process for handling individuals who might refuse the standard. Having the process in place has been enough of a deterrent to the few individuals who are more than 90 days out of compliance. No one has reached the final step of the process which requires their attendance and evaluation by the city Code Enforcement board and fines. This process has been 100% effective and decreased the overall burden on the fire department of having to chase down businesses neglecting the minimum ITM standards.

3. **Teaching the community about the new standard** – Effectively implementing a new standard requires educating the community. Tegrís teamed with the Richland fire department to provide informational campaigns (letters, emails, phone calls) and training sessions so the inspection service providers were prepared when their customers (the property owners) called with questions about the new standard. While Tegrís held proactive one-on-one training sessions with known contractors in the area the department handled phone calls from unknown contractors and business owners verifying the requirements. As with any new standard there are people who embrace it, ignore it, or reject it. The strength of the fire marshal dictates how quickly the standard is adopted. In Richland’s case the fire marshal was unwavering in his resolve to implement the standard and therefore the local inspection industry was very clear about their responsibility and quick to adopt.
4. **Identifying problem contractors** – There were a couple problematic contractors who tried to ignore the standard or work around it. The Tegrís platform was useful in identifying which contractors tried to ignore the standard and/or produced sub-standard work and needed the highest level of scrutiny. This sometimes took a phone call or visit by the fire marshal to encourage their participation if they wanted to continue to work in the jurisdiction. Because of this initial effort, the standard is now complied with by every business owner and local contractor. The contractors who challenged the Tegrís standard early on are now realizing the value it adds to their business as property owners are finally picking up the phone to get their systems inspected and repaired.

Richland’s use of Tegrís represents a strong model that can be easily reproduced for many cities across the country. Every city has unique challenges in adopting a new standard but the steps taken in Richland show the clear path for achieving all the benefits of 100% compliance.

FUTURE EXPECTATIONS

Richland Fire Department now has a very current and complete record of property, system, and contact information in their city. Every contractor has been trained and has demonstrated successful understanding of the standard. Substandard contractors and property owners are well documented and as their inspections become overdue they receive the appropriate level of attention as detailed by local code.

With all of these things accomplished in the first year, Richland expects to achieve nearly 100% compliance with only a small percentage extending more than 30 days overdue. The surrounding cities (not requiring Tegrís) have already started to see an increase in the level of inspection reports and voluntary submittal through the Tegrís program. As other cities in the region adopt the Tegrís standard the inspection service providers will be able to streamline their work and the entire area will benefit from decreased costs and increased public safety.

Heard on the Front Lines

The ITM inspection companies working in Richland recognize that properties in the city are safer because of Tegrís. In another city in Washington there was a serious fire that started in a property with a fire protection system. The fire protection system had not been regularly inspected and failed to operate. The next day a fire inspector was on site talking with the owner's ITM agent who said, "This would never have happened in Richland because they use Tegrís."

RICHLAND, WA - FIRE PREVENTION – THIS CASE STUDY

This is the second case study of a new region using Tegrís. For more information about our other case study please visit www.tegrisinc.com/casestudy. The results of these case studies are very similar and, in fact sound repetitive. This is because the basic principle of implementing a 3rd Party Self Sustaining ITM Enforcement Program produces predictable results. This case study does not make any industry-shaking revelations but instead dramatically reinforces the benefits you'd expect with 100% compliance.

This case study demonstrates the benefits of a program that tracks non-compliance and automates enforcement entirely funded by the local inspectors. National, State, and Local codes all require that property owners maintain their systems because of the enormous benefit that's gained with improved public safety, reduced liability, and increased inspection work. Preventing fires is well documented to be less expensive than fighting them. And more immediately, the **entire inspection service industry relies** on a fire department's ability to enforce. Without enforcement, these businesses are struggling. The Richland fire prevention staff leverages Tegrís to take on the important task of communicating with every business in the community and every inspector in the industry. They represent one of the only (if not the only) connection the city has to its local businesses. Richland was able to measure these benefits and more as detailed below.

METRICS OF THE STUDY

Similar to previous case studies, the performance of the program was based on the following statistics from the start of the program and again one year later. Some of these statistics are tracked daily on the fire marshal's online dashboard. These metrics were used to measure improvements in the following categories: fire and life safety, database quality, market improvement, stakeholder communication, and required departmental resources.

Fire and Life Safety

- % Compliance – The number of known properties that have no overdue systems per the total number of properties with systems
- % Deficiencies – The number of known systems that have at least one deficiency per the total number of systems

Database Quality

- # of known properties with at least one system (wet sprinkler, dry sprinkler, pre-action sprinkler, fire alarm, standpipe, hood suppression, or fire pump)
- # of known systems throughout the jurisdiction

Market Improvement

- # of licensed contractors working in the jurisdiction
- # of systems that have been inspected
- # of deficiencies that have been repaired

Communication

- % accuracy of the department's stakeholder contact list including names, addresses, phone numbers, and email addresses for property owners and inspection service companies
- # of times the department initiated communication with the stakeholders ("touches")

Departmental Resources

- # of hours the department dedicates to ITM compliance activities
- \$ dedicated to ITM compliance activities. This amount factors the fully loaded cost to the city for the departments ITM activities based on the various positions (fire marshal, fire inspectors, and administrator).

Additionally, anecdotal evidence was collected that confirmed that inspection service providers working in Richland are experiencing more inspection and repair work and hiring new inspectors. They also shared that their inspections are progressing more efficiently and they are realizing a cost savings using the online tools.

STATISTICS FOR RICHLAND, WA FIRE DEPARTMENT	Initial Data (2011)	Current Data (2012)	% Change	Notes
<u>FIRE AND LIFE SAFETY</u>				
% Compliance	20.0%	76.0%	280%	Nearly 8 out of 10 businesses are compliant by their due date. Almost 10 out of 10 are compliant within 90 days. The best measured compliance in the country.
% Systems with a Deficiency	25.0%	7.10%	-181.7%	Deficient systems are being identified and repaired.
<u>DATABASE QUALITY</u>				
# of known properties with at least 1 system	501	469	-6.4%	The department discovered 30+ properties in their database that was actually outside their jurisdiction.
# of known systems	854	1083	26.8%	Over 200 unknown systems were discovered
<u>MARKET IMPROVEMENT</u>				
# of licensed contractors in jurisdiction	15	45	200%	There are 3 times as many licensed contractors working in Richland
Approx number of systems being inspected	171	823	457.7%	Inspection work has improved almost 5X
Approx number of impaired systems	214	77	-177.3%	Contractors have repaired over 135 systems in the first year.
<u>COMMUNICATION</u>				
% accuracy of a CURRENT contact list	20%	100%		The department maintains a contact list that has been confirmed or updated within the last year.
% of ITM service providers communicated with during a year	10%	100%		The department communicates with every known contractor at least once/yr
% of property owners communicated w/ each yr (email,letter,phone, visit)	5%	100%		The department communicates with every system owner at least once/yr
<u>DEPARTMENTAL RESOURCES</u>				
FTE hours dedicated to ITM administration	780	322.4	-58.7%	58.7% less time is being spent on ITM administration
\$\$ dedicated to ITM administration	\$32,325	\$ 14,625	-54.8%	A reduction of cost of 54.8% with zero cost to the city

FIRE AND LIFE SAFETY RESULTS

By employing an ITM enforcement system in Richland the fire department has revitalized the city's infrastructure of fire protection systems. They now have visibility to the presence and status of every system in their jurisdiction. They have knowledge of every impaired system and written directives to the owners for fixing them. Public Safety has not only improved because the systems are working but also because the fire department has a better understanding of the conditions in each building. In an emergency this knowledge is vital.

Before Tegriss, Richland did not have a method for measuring ITM compliance for property owners. Tegriss and the fire department staff worked together to develop a full list of fire prevention systems collected from file cabinets, existing databases, and staff knowledge. It was discovered that only 20% of the known systems had been inspected within the last cycle. Today, using Tegriss, Richland compliance rate is measured at 76% and rising. The fire marshal noted that 97% of the properties are reporting with 90 days. The increase in compliance also includes over 200 newly discovered systems that were previously unknown.

Also unknown by the department was the number of systems that were impaired or had some kind of deficiency. One common deficiency that is usually identified during an inspection is the amount of grease buildup in a kitchen hood. Not unexpectedly, this is a very common reason for fires. Inspections help keep small treatable issues from growing into major problems. They help identify a large range of issues such as a box on a top shelf blocking a sprinkler head to an offline fire panel that isn't communicating with a monitoring station. Nearly every system if left untested and 'unexercised' will eventually develop deficiencies. A simple inspection can prevent and cure most of the issues that develop. The rest require repairs, replacement, or upgrades. The fire marshal estimated 25% of the fire protection systems had at least some small deficiency. With 76% of the properties currently reporting the city is aware of only 77 specific systems still waiting for repair. The property owners for each of these systems have been notified by letter to get their systems fixed and update the online status when complete. The fire department uses Tegriss to track each repair until completion.

FIRE AND LIFE SAFETY - KEY BENEFITS TO RICHLAND

- **Improved Public Safety** – The fire department has maximized the effectiveness of the fire protection systems that protect buildings throughout their jurisdiction. By improving compliance from 20% to 76% and reducing the number of deficient systems from 25% to 7.1% the Richland community can be assured that the places they work and visit are protected with working systems. The fire department and the elected officials of Richland can stand behind real numbers that show how they've improved public safety over the last year without increasing the budget.
- **Identifying the Hazards** - By enforcing inspections the Richland fire department is increasing the attention that inspectors and property owners are putting on each property. While these inspections are focused on the fire protection systems the property owner's awareness of other

potential hazards has naturally increased as well. Awareness of these hazards makes a big difference in life safety. But occasionally the fire marshal finds that the real ‘hazard’ is the stakeholders themselves. By default, the program helped Richland identify which property owners and inspection contractors initially ignored the standard and put off their responsibilities as long as possible. These unique stakeholders are the reason that compliance has not met 100% yet. The department now knows which stakeholders have a tendency to either procrastinate or challenge the authorities resolve to maintain the minimum standard. Richland now knows exactly who is saying, “I’ll do it when the fire marshal makes me”. With Tegriss that person is identified immediately and automatically notified. Continued resistance is tracked at the top of the fire marshals dashboard and becomes the priority task for the day. The city of Richland is fully aware of every overdue and impaired system as well as problematic stakeholders. Knowledge of these hazards strengthens the department’s ability to protect the community.

DATA QUALITY RESULTS

Tegriss is a collaborative online platform that encourages (and sometimes requires) the input from other industry stakeholders such as property owners or inspection service providers. These stakeholders are able to create new property records and add systems to them. Richland is now tracking 1083 active systems on 469 properties.

The Richland Fire Department maintains the most updated record of fire protection systems in the country. Contact, Property, and System information is automatically updated with the submittal of every inspection report. Prior to Tegriss, the information was collected when the fire department was able to visit the property, take notes, and update their files back at the department. As such, they were the only source for maintaining records. The property owners and inspection contractors who had the best and most current information about the property were not able to add to or update the old records.

Working with Tegriss, Richland was able to initially identify 501 unique fire protected properties through records stored in various locations such as the file cabinets, existing databases, and departmental knowledge. This became the initial set used to track and notify with the new standard. After a year, the number of protected properties actually decreased to 469. This is because the fire department found that several of the initial city records were outdated and inaccurate. Some of the properties were discovered to be just outside their jurisdiction and therefore reassigned to the neighboring AHJ. Other properties were found to have no fire protection system installed as previously thought. At the same time, new properties and systems were still being discovered and added to the database by property owners and inspectors as they performed their inspections. So far, 1083 systems have been verified. This is 229 more than the 854 they had in their records before. Similar to other cities partnering with

Tegris, the number of known systems in the jurisdiction grew over 20%. In other words, departments have consistently shown to be unaware of 1 out of every 5 systems in their jurisdiction.

Richland's database not only improved in quantity but quality as well. Having all the stakeholders collaborating around the online records keeps the contact, property, and system information current. A current contact list (as discussed in the Communication section below) is a new powerful tool that the city has never had before.

One of the key benefits to Richland using Tegriss is their online Property Journal. Each property in the

SCREEN SHOT OF PROPERTY JOURNAL

Property Name: [Redacted] Building
 Property Address: [Redacted] Ave
 Richland, WA 99352

Select [] Select [] Show Print Print All Export to CSV Add Journal Entry

Entry No.	Date/Time	Created By	Access	Event Type	Subject	Actions
20003	2012-06-27 12:36:38	Tegris Administrator	Specific	Property Viewed	Administrative Maintenance	
9704	2012-01-16 16:10:16	Richland Fire & Emergency Services	Public	Report Reviewed	Accepted - Fire alarm System / fire alarm room	
9705	2012-01-16 16:10:16	[Redacted] Services, Inc.	Public	Inspection Report	Fire alarm System / fire alarm room	
Original Submittal Date = 2012-01-16 15:31:24 Rejected Date = none Resubmittal Date = none Accepted Date = 2012-01-16 16:10:16 Payment Confirmation Date = 2012-01-16 16:10:16 Deficiencies found? = Yes Deficiencies remain? = No Inspector's Name = [Redacted] Inspector's State Certification Number = [Redacted] Inspector's notes = none Authority's notes = none						
9698	2012-01-16 15:29:41	[Redacted] Services, Inc.	Public	System Edited	Fire alarm System / fire alarm room	
7970	2011-12-19 14:13:11	Richland Fire & Emergency Services	Public	System Edited	Fire Pump System /	

Richland database now has a historic journal of events that track the access, notification letters, changes in information, inspection reports, deficiencies, and notes. Notes can either be public or private depending on the contributing party's preference. Depending on the information, each stakeholder is able to view and add more information. This collaboration gives the fire department a very complete view of each property with public notes from the other

stakeholders.

To date there has been over 1107 additional journal entries on different properties in Richland that help grow the department's knowledge of their jurisdiction.

Another benefit of the online submittal process is that reports have been standardized. Every report submitted to Richland is typical and on the same form. The data is pre-screened for unlikely or incomplete information. Each report includes a statement by the inspector that the information is true and accurate.

This declaration and the transparency of the report existing online (and always visible) encourages better data entry than

INSPECTOR DECLARATION – ENSURING QUALITY

☒ By checking here you are certifying, under penalty of perjury, that you are a valid agent of your company representing that the company maintains all the necessary licenses and/or certifications to perform this service for this system in this jurisdiction AND THAT the company has properly inspected this system consistent with state and local standards AND THAT the system has been properly tagged or labeled and the property owner or responsible person has been notified of the inspection results, the system status, and any corrective actions.

when reports are destined to be stored away (and out of sight) in a file cabinet. In the first year Richland has collected 1023 standard, legible inspection reports.

DATA QUALITY - KEY BENEFITS TO RICHLAND

- Automation – As demonstrated in other case studies, Richland’s data will continue to improve without the required data entry from the fire department. The program continuously monitors the data for upcoming due dates and uses those events to automate communication with the appropriate stakeholders. This drives the data collection process and ensures data growth.

- Collaboration – Each stakeholder has unique knowledge about the properties and systems they maintain. By enabling an online tool to collect that information, Richland is creating a complete record of their jurisdiction and also takes the time to input their institutional knowledge to complete the records for each property. This information that was previously kept in the file cabinet is now accessible to the city anywhere through a secure online portal in ‘the cloud’.

- Transparency – The information collected by each stakeholder is tied to their account identity. This is saved in the permanent record for each property that is available for the appropriate parties to see online. This transparency encourages users to provide quality data with a heightened focus on accuracy. This discourages uncertified and substandard work that is commonly hidden in file cabinets. By keeping the information online and visible the data quality has improved.

Asset Type	Definitely Yes	Definitely No	Not Sure
Dry sprinkler	☐	☐	☐
Wet sprinkler	☐	☐	☐
Fire alarm	☐	☐	☐
Deluge	☐	☐	☐
Range Hood	☐	☐	☐
Standpipe	☐	☐	☐
Fire Pump	☐	☐	☐

Save Cancel

MARKET IMPROVEMENT

Unlike almost any other law, the regulations that require that fire protection systems be regularly inspected, tested, and maintained have a drastic impact on an industry full of professionals who dedicate their careers to the inspection service. Local inspectors in Richland WA have to be licensed and certified. The State of Washington requires that any inspector for a fire sprinkler system must achieve a NICET I&T level II, demonstrate 4000 hours of experience, and maintain a state certification level including annual fees. These inspectors make a deep professional investment to be able to work in the industry. All systems must be inspected annually and no other person is allowed to inspect them.

The industry is weakened when these laws are not enforced and businesses are allowed to skip their inspections or when uncertified inspectors can perform the inspections without any oversight. Without oversight, businesses with good ITM practices (such as hotel and restaurant chains) do so at a competitive disadvantage. Their competitors trade life safety for lower prices. Inspection companies with certified inspectors and good standards also do it at a competitive disadvantage. Their substandard competitors cut corners and provide cheaper services because no one is watching.

By implementing Tegrís, Richland provides a consistent level of consumer protection essential to the businesses in their jurisdiction as well as the local inspectors. They have immediate oversight on every submitted report, the quality of the inspection, and the certification numbers of the inspectors who perform them. All businesses are enforced equally so no competitive disadvantage exists and life safety cannot be neglected to save on costs.

With Tegrís, unqualified inspectors are unlikely to submit unqualified reports to a fire marshal. The transparency of the online report discourages unlicensed and substandard contractors to work in Richland. This has leveled the playing field for legitimate contractors.

NEW CUSTOMERS

*"I've added 28 customers last year in Richland because of Tegrís alone."
Mike Miller, Moon Security*

As the city of Richland has improved their compliance from 20% to 76% the local market is experiencing significant growth. An **additional** 879 systems were inspected due to the program so far. And over 135 repair jobs have been enforced. Using a conservative average of \$150 per inspection and \$300 per repair the market increase was over \$172,350 in the first year.

Perhaps the most significant market improvement in Richland is that the new work is completely self-sustained by the local inspection service providers. The entire system is completely funded by the inspection companies who choose to work in Richland. Each time an inspector submits an inspection report through the Tegrís platform a \$15 fee is collected to ensure enforcement continues throughout the city. This maintains 100% enforcement without any dependence on the economy or the fire department's budget. **Without Tegrís the inspectors were fighting over a \$28,000 ITM market. With Tegrís they've guaranteed themselves a self-sustained \$211,000 annual ITM market in Richland alone.**

As the demand for inspections has been established, the supply of service providers has grown from 15 to 45. This increase in the supply of inspectors gives the property owners a broader selection to choose from. Property owners can now find a quality service company for a competitive price. And they can be

assured that the report that they pay for will have oversight from the fire marshal.

The Richland market has dramatically improved during a down economy. An increasing number of local inspection service providers have been growing their business while local businesses have 3 times the amount of choices for quality competitive bids. The city is providing oversight for the industry which gives the community essential consumer protection.

RICHLAND ITM MARKET COMPARISON		
	BEFORE TEGRIS	WITH TEGRIS
# of annual inspections	171	1083
# of annual repairs	10	162
Est avg revenue per inspection	\$ 150	\$ 150
Est avg revenue per repair	\$ 300	\$ 300
Total Inspection Revenue	\$ 25,650	\$ 162,450
Total Repair Revenue	\$ 3,000	\$ 48,735
Total Annual ITM Revenue	\$ 28,650	\$ 211,185
% market increase	737%	
# of Licensed Inspectors	15	45
Avg Market Share Per ITM Provider	\$ 1,910	\$ 4,693
<u><i>Summary:</i></u> The size of an ITM market is directly related to the level of enforcement. Tegrís enables the Richland Fire Department to provide 100% enforcement year after year. Prior to Tegrís the ITM Market was approximately \$28,000 per year. With Tegrís the market is now approx \$211,000 per year. <u><i>This perpetual annual market is entirely self sustained by the local inspectors without depending on the fire department's budget.</i></u>		

MARKET IMPROVEMENT – KEY BENEFITS TO RICHLAND

- Consumer Protection – The city is now providing quality oversight.
- Business Friendly – There's more inspections for service providers, more choices for businesses, and equal standards that level the playing field
- Cost savings – Business owners and service providers have free access to the valuable management and report collection tools.
- ITM Economic Stimulus– There's now an estimated \$211,000 of recurring ITM work each year.
- Financial independence – 100% enforcement is paid for by the inspection companies that choose to work in the city.
- City Revenue – The increased work provides more business license opportunities for the city.
- Regional growth – Cities adjacent to Richland are beginning to feel market growth as well with common property owners and inspection service providers that are taking advantage of the valuable services.

COMMUNICATION RESULTS

Communication is critical in fire prevention. Like many fire departments in the country right now, it's a tool that has been neglected due to limited resources. But utilizing the Tegrís platform, Richland improved their ability to communicate with local business owners, inspectors, and even with themselves.

Every fire protection system owner in the city receives a friendly reminder before their system is due. Subsequent notification letters are sent if the system becomes overdue. Similarly, when a system deficiency is found the owner is notified again.

These letters help the property owner and the service providers understand the fire department's intentions of applying the standard.

The TEGRIS mission

Tegrís' mission is to enable a safer community by connecting people to fire and life safety information. Communication is our key value. We seek to maintain a current contact list for the entire community. The Tegrís system sends several reminder, overdue, and deficiency notifications to the property owner on behalf of the fire department. We also send email reminders to users to remind them when the inspection process requires their involvement.

Prior to partnering with Tegrís, Richland kept their records in file cabinets and their RMS database. Updates were manual and only occurred as time and resources allowed. The inefficiency of the system did not allow them to maintain a current and reliable contact list. The fire marshal estimated that only 1 in every 5 contacts was still accurate. That system discouraged communication between the city and the community. The fire marshal reported that the department only communicated with 1 out of every 10 local businesses per year and even less inspection service providers.

But after one year using Tegrís, the fire marshal now reports that his department communicates with 100% of the system owners and inspection service providers every year. In fact, they now communicate several times per year with their local inspectors which have led to a better understanding of each other's need and overall improved relations. That collaboration has strengthened the Richland community.

Kurt Hubele, Richland Fire Marshal

"We had very little contact with ITM people before Tegrís. Tegrís pushed us to form relationships with ITM companies because there is a productive feedback loop in reviewing reports. Many questions were fielded about starting a new reporting system, the discovery of many system deficiencies in the first year, and requested feedback on the experience of using Tegrís. This discussion opened more communication with ITM personnel than we ever had before. We look at the increased number of questions as a positive opportunity to meet with the people we depend on to keep the fire protection systems operating."

Service companies working in Richland are required to submit the reports via their online account. The account information includes a current email address which is used to create a contact list for the department. The department is able to contact any and all contractors in a single email. This can be used to communicate new codes, common concerns, or general notices to the industry.

Similarly, contact information for property owners are being populated and updated. As email addresses are becoming more and more common, this allows the department to communicate with the community instantly and inexpensively. While it is not required for property owners to sign up, 82 have set up their own free account which also improves the current information and gives the department another direct channel for communication. Richland's database continues to collect current email addresses from every property owner in the jurisdiction. In a city-wide emergency the ability to communicate with every property owner quickly may prove to be vital.

BULK EMAIL EVERY OWNER OR INSPECTOR

Associated Inspector/Owner Details

Search Criteria

Role:

[Send Bulk Email to all Users](#)

Contact Name	Address	Contact Number	Email Address
+ [REDACTED] Baptist	[REDACTED] Richland WA West Richland, WA 99353	509-[REDACTED]	[REDACTED].com
+ [REDACTED] Enterprises	[REDACTED] Suite #214 Kennewick, WA 99337	509-[REDACTED]	[REDACTED].org
+ Andy [REDACTED]	[REDACTED] Richland, Washington 99354	509-[REDACTED]	andy[REDACTED].com
+ Bill [REDACTED]	[REDACTED] Pasco, WA 99301	509-[REDACTED]	[REDACTED].org
+ Cameron [REDACTED]	[REDACTED] Salem, OR 97301	503-[REDACTED]	[REDACTED].com
+ church [REDACTED]	[REDACTED] Richland, WA 99352	509-[REDACTED]	office[REDACTED].org

Richland has initiated communication (email, mail, phone calls, site visits) to 469 property/system owner and 45 service providers in the city. Property owners have been receiving reminder and notification letters and service companies receive a reminder email when customers are due. This ensures that the Richland fire department has multiple touches with the stakeholders in the community every year. Richland sent 779 letters alone via Tegriss to property owners informing them of their inspection and repair responsibilities in the first year.

EXCERPT FROM SAMPLE NOTIFICATION LETTER

System	Location	Inspection Due Date	Frequency	Status
Fire alarm	Lobby	09/20/2012	Annually	Final
Wet sprinkler	2-1/2" Central 13	09/20/2012	Annually	Final
Range Hood	kitchen	07/16/2012	Semi Annual	Due
Dry sprinkler	2" Central AF	09/20/2012	Annually	Final

COMMUNICATION – KEY BENEFITS TO RICHLAND

- Education - Richland has employed a system that keeps contact information current. This opens the channels for them when they need to provide education and enforcement to the community. The fire department is connected to the stakeholders at the push of a button. Getting a message out is as easy as sending an email. Also the fire marshal is able to update and customize instructions and notes on every blank Richland inspection report which helps communicate new requirements to the service providers instantly.
- Public Relations – Richland's fire prevention bureau represents one of the most important connections that the city has to maintain regular communication with its business owners. This is an imperative tool for the city to improve the public relations with the community. For many businesses the only communication they have is with the fire department.
- Mitigating risk – Richland has records for every letter they've sent to a property owner detailing the owner's responsibility to inspect, test, and maintain their system. This communication encourages the fire preventative activities that keep a disaster from occurring. It also provides the department with the substantiation they'll need if one does occur.

DEPARTMENTAL RESOURCES RESULTS

Richland like most other cities in the country has extremely tight budget constraints. Unfortunately for most fire departments this means that the fire prevention services suffer. But unlike other cities in the country, Richland came up with a solution to provide the highest level of public safety and an economic stimulus for the local ITM service industry.

Before the program the Richland fire prevention staff had 3.5 people dedicating anywhere between 5-15% of their time to ITM activities such as site visits, reviewing and processing reports, following up on known deficiencies, etc. Using Tegriss, the entire department streamlined their ITM activities by using the Tegriss dashboard that monitors for new reports, deficiencies, overdue properties, and inaccurate data. The streamlined administration work as well as the automated notification letters gave the department back valuable time and resources to accomplish other tasks.

Richland Fire Department Budgeted Resources for ITM Activities *

ROLE	City Cost for FTE (loaded)	BEFORE TEGRIS Fire (Jan 2011)			WITH TEGRIS Fire (Jan 2012)		
		% of time dedicated to ITM activities	# of FTE per role	Annual ITM Cost	% of time dedicated to ITM activities	# of FTE per role	Annual ITM Cost
Office Assistant	\$45,000	5%	0.5	\$ 1,125	1%	0.5	\$ 225
Fire Inspectors	\$84,000	15%	2	\$ 25,200	5%	2	\$ 8,400
Fire Marshal	\$120,000	5%	1	\$ 6,000	5%	1	\$ 6,000
Other _____	\$0	0%	0	\$ -	0%	0	\$ -
				\$ 32,325			\$ 14,625

The time spent on Tegriss in the first year was dedicated to three main activities. These activities are common and expected issues for a newly implemented standard.

1. Handling first time support questions – Property owners and service providers would call in to verify the new standards. Inspection service providers created confusion when they did not submit inspection reports in a timely manner and caused the property to become overdue. This occasionally generated a phone call to verify the standard and learn about the importance of timely submittals. Now that the community has gone through the first year cycle the department is experiencing less support calls.
2. Improving on the initial data (addresses and due dates) – Some of the initial data provided by the department was inaccurate and outdated. This caused some mail to be undeliverable and required time to make corrections. As this data was discovered over the first year the program was updated by the department as well as by other stakeholders. The database now has very current contact, property, and system information which demands much less input from the department.
3. Identifying sub standard service providers - The department had to spend time dealing with specific service providers who were not providing inspection reports per the standards. Some

service providers waited until the department made them comply. The program helped the department identify companies that were trying to ignore standards and wanted to 'test' the fire marshal. Now that those companies have been identified and warned, their compliance has improved and less time is spent by the department.

Now in its second year the department has already dealt with most of the issues of implementing the new standard and expects the amount of time dedicated to ITM activities to decrease even more.

DEPARTMENTAL RESOURCES – KEY BENEFITS TO RICHLAND

- Doing more with less resources – The Richland fire marshal took a pro-active step to protect fire prevention activity within the city. By using a tool that automatically tracks non-compliant properties and sends enforcement letters the city was able to provide a higher level of fire prevention than before while using less ITM resources for administration. And it's expected that compliance will continue to improve with less required management from the department.
- Protecting Fire Prevention Resources - These statistics show that Richland's fire prevention staff is essential to the city's health and public relations. They used their resources effectively to create jobs in Richland, lower inspection costs, keep constant communication with the businesses, and improve public safety. Protecting their budget or improving it will lead to even more success for the Richland community. As cities around the nation struggle to hold their fire prevention services intact, this example in Richland, WA needs to be used to demonstrate the importance of our fire marshals, fire inspectors, and administrators.

The City of Richland supports the data provided in this case study. However, it is the policy of the City of Richland that it does not provide endorsements for specific goods or services for which the City has contracted for or has utilized. While the City of Richland does not endorse any service, we do encourage potential users of this service to conduct an independent investigation. – City of Richland, WA

CONCLUSION

The Richland fire department is the second to launch a compliance tracking, automatic enforcement, and online reporting program in the nation. Their first year involved a significant learning (and training) curve for the ITM industry but the success is very clear. With Tegriss, they have implemented a complete no-cost program to the city that has more than tripled their compliance with over half the amount of resources they used before. The status of every system is being tracked, inspected, and repaired which means that work, jobs, and public safety is growing. The department has never communicated with the city's business owners this much before and their records have never been this accurate.

Across the nation this story is unique for government services. Richland took a pro-active stance to protect their fire prevention services for their community. They predicted these results and attained them. Every city that uses the Tegriss standard is achieving similar compliance levels. In fact, one of these partner cities has risen from 18% initial compliance to 75%.

Tegriss is a no-cost solution for cities to ensure compliance in their jurisdiction. It is a self sustaining ITM enforcement model that has proven every time to turn communities with struggling fire prevention services into the safest and most flourishing fire service markets in the country. Every city presents unique challenges to adopting, executing, and maintaining a submittal standard. Some cities are entrenched in politics or processes while some have simply defined their standard and self-started. In all cases, Tegriss provides the expertise and support needed to get started.

Our mission: To enable a safer community by connecting people with fire and life safety information.

Our vision: 100% nationwide ITM compliance.

If you want these results in your city or if you want to help us advocate for improved compliance in the industry please call.

Andrew Moren | President

Tegriss Inc.

Email | andrew.moren@tegrissinc.com

5202 Olympic Drive NW Suite 202, Gig Harbor, WA 98335

Phone +1 888.880.2467 ext. 701 | Fax +1 877.562.4329