CITY OF HOLLISTER
FIRE PROTECTION ADVISORY COMMITTEE AGENDA
REGULAR MEETING

Thursday, August 7, 2025, 9:00 a.m.
City Council Chamber, City Hall
375 Fifth Street, Hollister, CA 95023

Roxanne Stephens, Hollister Mayor (Chair)
Rolan Resendiz, Hollister Councilmember, District 2
Rudy Picha, Hollister Councilmember, District 1 (alt.)
Ignacio Velazquez, San Benito County Supervisor, District 5
Kollin Kosmicki, San Benito County Supervisor, District 2
Dom Zanger, San Benito County Supervisor, District 1 (alt.)
Scott Freels, San Juan Bautista Mayor
Leslie Jordan, San Juan Bautista Mayor Pro Tem (Vice Chair)

NOTICE TO PUBLIC

Persons who wish to address the Fire Protection Advisory Committee are asked to complete a speaker's card and give it to the Meeting Clerk before addressing the Fire Protection Advisory Committee. Those who wish to address the Fire Protection Advisory Committee on an agenda item will be heard when the presiding officer calls for comments from the audience. Committee related items not on the agenda will be heard under the public input section of the agenda. Following recognition, persons desiring to speak are requested to advance to the podium and state their name and address. If you are joining us by Zoom, please click on the bottom of your screen to raise your hand. If you are joining us by Zoom using a cell phone, please press *9. After hearing audience comments, the public portion of the meeting will be closed, and the matter brought to the Fire Protection Advisory Committee for discussion.

Materials related to an item on this agenda submitted to the Fire Protection Advisory Committee after distribution of the agenda packet are available for public inspection in the City Clerk's Office at City Hall, 375 Fifth Street, Hollister, Monday through Friday, 8:30 a.m. to noon, 1:00 p.m. to 4:30 p.m. (City Hall is closed between 12:00 and 1:00 p.m.)

Requests to make presentations to the Fire Protection Advisory Committee should be submitted to the Fire Chief at least ten days before the Fire Protection Advisory Committee meeting. It is customary for City staff members to review such matters before the formal presentation so that the Fire Protection Advisory Committee may have the benefit of all available data. PowerPoint presentations must be presented to the Fire Chief by 5:00 p.m. the day before the Fire Protection Advisory Committee meeting.

The public may watch the meeting via live stream at:

City of Hollister Website
https://pub-hollister.escribemeetings.com/

Public Participation:

The public may attend meetings.

NOTICE: The Fire Protection Advisory Committee will hold its public meetings in person, with a virtual option for public participation based on availability. The City of Hollister utilizes Zoom teleconferencing technology for virtual public participation; however, we make no representation or warranty of any kind, regarding the adequacy, reliability, or availability of the use of this platform in this manner. Participation by members of the public through this means is at their own risk. (Zoom teleconferencing may not be available at all meetings.)

If you wish to attend the meeting remotely, please use the zoom registration link below:
https://us02web.zoom.us/webinar/register/WN_QbK-KVEiRP2HkzG_KTvqzw

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the City Clerk's Office at (831) 636-4300. Notification of 48 hours prior to the meeting will enable the City to attempt to make reasonable arrangements to ensure accessibility to this meeting [28 CFR 35.102-35.104 ADA Title II].

Materials related to an item on this agenda submitted to the Fire Protection Advisory Committee after distribution of the agenda packet are available for public inspection in the City Clerk's Office at City Hall, 375 Fifth Street, Hollister, Monday through Friday, 8:30 a.m. to noon, 1:00 p.m. to 4:30 p.m. (City Hall is closed between 12:00 and 1:00 p.m.)

1. **CALL TO ORDER**

2. **PLEDGE OF ALLEGIANCE**

3. **ROLL CALL**

4. **VERIFICATION OF AGENDA POSTING**

   The agenda for the Fire Protection Advisory Committee Regular Meeting meeting of August 7, 2025 was posted on the bulletin board at City Hall on Monday August 4, 2025 per Government Code Section 54954.2.

5. **APPROVAL OF MINUTES**

   5.1 APPROVE THE MARCH 27, 2025 SPECIAL MEETING MINUTES

6. **PUBLIC INPUT FOR ITEMS NOT ON THE AGENDA**

   This is the time for anyone in the audience to speak on any item not on the agenda and within the subject matter jurisdiction of the Committee. Speaker cards are available in the lobby, and are to be completed and given to staff before speaking. When the Minutes Clerk calls your name, please come to the podium, state your name and city for the record, and speak to the Committee. If you are joining us by Zoom, please click on the bottom of your screen to raise your hand. If you are joining us by Zoom using a cell phone, please press *9. Each speaker will be limited to up to three (3) minutes with a maximum of 30 minutes per subject. Please note that state law prohibits the Committee from discussing or taking action on any item not on the agenda.

7. **COMMITTEE BUSINESS**

   7.1 FEASABILITY STUDY DISSCUSSION

   RECOMMENDED ACTION:
   Review, discuss, and make recommendations regarding the Feasibility Study.

   7.2 FIRE COST RECOVERY INTRODUCTION

   RECOMMENDED ACTION:
   Receive a presentation and discuss making a recommendation to the appointing public agency bodies to pursue a cost recovery program for certain fire service responses, including vehicle accidents, structure fires, helicopter landing zones, hazardous materials incidents, and other high-cost emergency calls

8. **COMMITTEE REPORTS**

   Brief reports or announcements concerning activities of members of the Fire Protection Committee and staff; opportunity to refer public or Committee questions to staff for information; request staff to report to the Committee on a matter at a future meeting; or direct staff to place a matter on a future agenda. Items in this category are for discussion and direction to staff only. No final policy action will be taken by the Fire Protection Committee.

   8.1 COMMITTEE MEMBER REPORTS

   8.2 CHIEF'S REPORT
   Receive informational report from the Hollister Fire Chief.

1. A PRESENTATION OF THE BIANNUAL FIRE SERVICES REPORT

9. **FUTURE AGENDA ITEMS**

10. **ADJOURNMENT**

of Hollister Fire Protection Advisory Committee

Minutes of the Special Meeting

March 27, 2025, 11:00 a.m.
City Council Chamber, City Hall
375 Fifth Street, Hollister, CA 95023

Members Present:	**Kollin Kosmicki** **Scott Freels** **Leslie Jordan** **Mayor Stephens** **Councilmember Picha**
Members Absent:	**Angela Curro** **Dom Zanger** **Councilmember Resendiz**

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1. CALL TO ORDER

Chair Stephens called the meeting of the City of Hollister Fire Protection Advisory Committee to order at 11:03am.

2. PLEDGE OF ALLEGIANCE

Vice Chair Jordan led the Pledge of Allegiance.

Kollin Kosmicki joined the meeting at 11:05 am.

Scott Freels joined the meeting at 11:05 am.

Leslie Jordan joined the meeting at 11:05 am.

Jonathan Goulding joined the meeting at 11:05 am.

Veronica Mena joined the meeting at 11:05 am.

Angie Gonzalez joined the meeting at 11:05 am.

Mayor Stephens joined the meeting at 11:05 am.

Councilmember Picha joined the meeting at 11:05 am.

3. ROLL CALL

4. VERIFICATION OF AGENDA POSTING

5. APPROVAL OF MINUTES

5.1 APPROVE JANUARY 9, 2025 MEETING MINUTES

Moved by: Kollin Kosmicki

Seconded by: Roxanne Stephens

Approving the January 9, 2025 Meeting Minutes.

Ayes (5): Stephens, Velasquez, Kosmicki, Freels, Jordan

Noes (0)

Absent (1): Picha

Carried (5-0-1)

6. PUBLIC INPUT FOR ITEMS NOT ON THE AGENDA

Chair Stephens opened public comment at 11:38 a.m.

There being no speakers, public comment was closed.

7. COMMITTEE BUSINESS

7.1 BAKER TILLY DISCUSSION FOR FIRE DISTRICT FEASIBILITY STUDY

Staff from Baker Tilly introduced themselves and gave a presentation regarding the scope of their work and answered questions.

Committee members discussed their concerns and expressed their hesitation about moving forward with the feasibility study if not all parties are involved.

Vice Chair Jordan proposed that the committee move forward with the Baker Tilly contract. Committee Members Freels, Picha, and Jordan were in agreement, and Committee Members Stephens, Kosmicki, and Velasquez disagreed.

Committee members recommended taking the contract to their respective agencies for a final decision.

8. COMMITTEE REPORTS

8.1 COMMITTEE MEMBER REPORTS

Committee Member Velasquez reported the San Benito County Board of Supervisors voted to create its own fire department.

8.2 CHIEF'S REPORT

Chief Goulding encouraged all three jurisdictions to continue communications while exploring all options. He believes it is in the best interest for all three jurisdictions to continue working together.

9. FUTURE AGENDA ITEMS

Committee Member Velasquez asked for a quarterly report for call data. Chief Goulding stated that he would be presenting a bi-annual report at the next meeting.

10. ADJOURNMENT

There being no further business, Chair Stephens adjourned the meeting at 12:08 p.m.

Veronica Mena, Meeting Clerk

STAFF REPORT
HOLLISTER FIRE PROTECTION ADVISORY COMMITTEE
MEETING DATE: August 7, 2025
REPORT # Fire-2025-15

AGENDA ITEM: FEASABILITY STUDY DISSCUSSION

STAFF CONTACT: Jonathan Goulding, Fire Chief

RECOMMENDED ACTION: Review, discuss, and make recommendations regarding the Feasibility Study.

DISCUSSION: On January 29, 2025, the Fire Protection Advisory Committee (FPAC) recommended the awarding of a contract to Baker Tilly to conduct a feasibility study on the formation of a regional fire district with the City of San Juan Baustista administering the contract. On March 27, 2025, the Committee voted to suspend work on the feasibility study pending further direction from their respective governing boards and city councils. The decision to suspend the study was based on the lack of agreement among the three jurisdictions regarding fire service contracts. Since that time, both San Benito County and the City of San Juan Bautista have executed contracts with the City of Hollister for fire protection services. These contracts are effective through June 30, 2029. The purpose of this agenda item is for the Committee to discuss recent developments and consider whether to recommend to staff to resume, revise, or formally terminate the feasibility study.

FISCAL IMPACT: The total cost of the study is $99,000, with a split of 45% by each, the City of Hollister and San Benito County, and the remaining 10% would be paid by the City of San Juan Bautista.

PREVIOUS COMMITTEE ACTION: On March 27, 2025, the Committee voted to suspend work on the feasibility study pending further direction from their respective governing boards and city councils.

CEQA: N/A

STAFF REPORT
HOLLISTER FIRE PROTECTION ADVISORY COMMITTEE
MEETING DATE: August 7, 2025
REPORT # Fire-2025-16

AGENDA ITEM: FIRE COST RECOVERY INTRODUCTION

STAFF CONTACT: Jonathan Goulding, Fire Chief

RECOMMENDED ACTION: Receive a presentation and discuss making a recommendation to the appointing public agency bodies to pursue a cost recovery program for certain fire service responses, including vehicle accidents, structure fires, helicopter landing zones, hazardous materials incidents, and other high-cost emergency calls

DISCUSSION: Hollister Fire Department responds to a wide range of emergencies that go beyond fire suppression, including vehicle accidents, technical rescues, and hazardous materials spills. Many of these incidents require significant personnel time, specialized equipment, and consumable resources.

Currently, the costs associated with these responses are fully absorbed by the budget, regardless of whether the incident involved residents, visitors, or parties at fault (such as out-of-town drivers or commercial operators). Many jurisdictions have implemented cost recovery programs that allow them to recuperate expenses from responsible parties or their insurers.

Implementing a cost recovery program would allow the city to recover a portion of the costs associated with high-demand, non-routine incidents. Eligible incidents may include:

- Vehicle collisions (especially those requiring extrication, fire suppression, or fluid cleanup)
- Landing Zones
- Structure fires
- Hazardous Conditions
- Special Rescues

A cost recovery program typically involves working with a third-party billing vendor that specializes in identifying eligible incidents, submitting claims to insurance providers, and managing invoicing. These programs are generally structured to recover costs from insurance policies, not individuals directly, minimizing community resistance.

Benefits of a cost recovery program include:

- Revenue Generation: Offsets increasing costs of emergency response by billing responsible parties for the response.

- Budget Relief: Provides an opportunity to create an enterprise fund that can assist in increasing funding to the fire department commensurate with the increasing burden of call volume.
- Alignment with Best Practices: Brings the City in line with regional and national practices.

It is important to note that implementation would require the adoption of a formal cost recovery ordinance among all three jurisdictions and potentially an update to the fee schedules.

Hollister Fire requested proposals from three cost recovery companies; Fire Recovery USA, Fire Rescue Billing, and EF Recovery. EF Recovery was unresponsive to the request. Fire Rescue Billing was also unresponsive to the request initially; however, after a second request, they provided a partial proposal.

Ultimately, Fire Recovery USA provided the most responsive proposal. Both Fire Recovery USA and Fire Rescue Billing operate in similar fashion. After Hollister Fire runs an eligible call, the information from the call would be submitted to the cost recovery agency. Each agency would then seek reimbursement from the responsible party and upon collection, remit payment (minus their fees) back to the city.
Fire Rescue Billing collects fifteen percent (15%) for their fees. The information is submitted to them utilizing their website but can also be submitted via mail or through their designated software program. Fire Rescue Billing would utilize the City of Hollister's current fee schedule for recovery rates.

Fire Recovery USA collects twenty-two percent (22%) for their fees. However, the information can be collected directly from the records management system that Hollister Fire has recently converted to. This would streamline and allow for a decreased chance of missing a submission. Fire Recovery USA utilizes standardized rates that the insurance industry considers Usual, Customary and Reasonable (UCR). They also provide a customer portal to track recoveries, submitted a responsive proposal, and have the highest collection rate in the industry.

FISCAL IMPACT: Potential increase of up to $160,000 per year in revenue, after a buildup period of one to two years.

PREVIOUS COUNCIL OR COMMISSION ACTION: N/A

CEQA: N/A

ATTACHMENTS:
1. Emergency Response Program
2. Emergency Incident Proposal

Fire Recovery USA provides funds to fire departments through Cost Recovery.

We Offer Three Main Cost Recovery Programs:

iPad Inspection / Automated billing - By combining technology with automation we can greatly enhance your inspection and permitting program. You inspect, we do the rest, efficiently and quickly with full transparency. We follow up on payments, have 24/7 live data reporting and the highest recovery rate in the industry.

Self Inspection Program - This revolutionary program provides the ability to have base level inspections for ALL businesses. It satisfies your responsibility to assure your businesses are safe. In a rotation with the full inspection above it provides the maximum ability to assure business compliance while supporting the costs of your inspection program. All with a flexible audit capability.

Emergency Response Cost Recovery Program - You incur significant costs responding to incidents. Appropriately recovering the costs of high impact events is becoming the new standard. Let us provide you with an estimate of your potential recovery.

2271 Lava Ridge Court, STE 120
Roseville, CA 95661

Phone 888-640-7222
Fax 916-943-1661

Emergency Response Cost Recovery Program

Although billing for Fire Services sounds simple, how we generate our high recovery rate is very sophisticated. Some fire departments do perform in-house billing; unfortunately, they typically see a low recovery rate (between 10-15 percent). This low rate can be attributed to the fact that the typical fire department or city is not equipped in the field of fire service billing.

Fire Recovery USA uses advanced methods resulting in a proven higher recovery percentage - over 90% of "fluid-based" MVA runs with hazardous materials spills and over 70% of all billable events. This is the highest recovery rate in our industry for all types of runs. So what makes us different?

We have several interesting techniques in our system including methods that we've developed during our years of billing experience that informs the responsible parties of their fiscal responsibilities. While this alone would guarantee us to equal or exceed our competitors; the real basis for our high recovery percentage is our ability to gather the necessary information to recover funds for a call that would otherwise be written off as unrecoverable by others.

What our clients really appreciate is our ability to track down the necessary information of those persons involved in the incidents. We require the least amount of information from the fire departments to create a bill (name of individual, car license number, and the name of the insurance carrier) - that's it! We have investigative techniques (both live and software-based) that allow us to find most of the necessary facts. We believe that this is our responsibility and not the fire departments'.

Bottom line: if you employ our billing service, you will enjoy, not only our excellent customer service and training, but also be confident you have the highest recovery percentages possible.

There is no up-front cost to you as we only take a portion of the money we recover for you as our fee – there are no other costs to you whatsoever.

Fire Recovery USA offers fund recovery to local fire departments for:

- ***Motor Vehicle Incidents***
- ***Hazmat Clean-up***
- ***Vehicle Fires***
- ***Structure Fires***
- ***Special Rescues***
- ***Water Incidents***
- ***Fire Inspections***
- ***And More …***

EMERGENCY RESPONSE RECOVERY

How our system works.

Prior to Billing

You pass ordinance that allows you to bill for various services you provide during an emergency incident. These can be all or some of the following: Motor Vehicle Incidents, which includes Accidents and Fires, Structure Fires, Marine and Water Incidents, Hazmat calls, False Alarms, Fire Investigations, and Special Rescue services.

Billing Begins

At The Scene of the Incident: Your personnel will either log the data from the incident using your existing system protocol, or via our paper-based "Incident Reports".

Upon Return to the Station: We have the ability to harvest the billing data from many of today's most popular RMS Systems including, Firehouse, Zoll, Fire Programs, Emergency Reporting, ImageTrend, FDM, etc. If available for your RMS, our link will harvest the data information directly into our RecoveryHub site. If not, your designated personnel will submit the run using our secure RecoveryHub on-line system. When they log-on, RecoveryHub will recognize them and bring them right to your run submission page.

After Submitting the Run: We go to work in claim recovery. By utilizing the advanced technology in RecoveryHub, we should be able to harvest the necessary billing data for most incidents without further contact with the client, depending on the quality of the information provided by your staff.

Virtually all of our interaction is with the at-fault individual and their insurance company. We will determine the existing claim number (or create a new claim with the insurance carrier), bill the individual and submit the claim to the insurance company, provide follow-up proof of laws, legal documents, and other information, and finally, recover the funds.

Our Processing Center: After receiving the run, we assign it to a claim representative. Their job is to track down the individual and existing claim or create a claim with the appropriate insurance carriers and/or responsible parties. We work with the insurance companies involved and/or the police to determine who is responsible if necessary for payment.

Our Processing Center sends the initial claim to the responsible party and their insurance tracks the response(s) and begins to plan for approval of the claim. If initially denied, the claim then moves to our escalation team who responds to the reasons for the denial, provides the responsible party(s) of laws pertaining to the claim, and strategizes the most effective way to counter further denials of this claim. **Fire Recovery USA uses advanced methods resulting in a proven higher recovery percentage - over 90% of "fluid-based" MVA runs with hazardous materials spills and over 70% of all billable events.**

Viewing or Printing Reports is Available 24/7: The main benefit of this program is our exclusive 24/7 "Real-Time" information and status access through our RecoveryHub website. You'll never again have to wait for your data or reports. You can access from virtually any computer, anywhere in the world.

The status of each run (Current or Archived) is available 24/7, online, on RecoveryHub. This will both provide immediate account information, but also allow you to forecast incoming funds and plan for their use.

Payment of Runs

On or before the 7th of each month, we issue a check for all payments received prior to the previous month's cut-off date (typically the 24th), minus our collection fee. This payment will also include an itemized breakdown of what runs the check is paid against.

BILLING FOR STRUCTURE FIRES

How we bill for structure fires:

When a Fire Department submits a run to us for a structure fire.

Most personal lines insurance policies (homeowners) have a $500 limit for fire department responses but all policies are different so this may vary. Some insurance companies require the property owner to file the claim, in which case we would have to send a bill directly to the property owner and they will then have to submit the bill to their insurance company. If and when an insurance company pays our invoice, they will often pay the policyholder directly as that is technically who their contract is with. For us to collect that money on your behalf we will need to be able to bill that policyholder directly. The account is sent to collections if the policyholder has received payment and does not forward the check. If the insurance company pays the policyholder directly and you are not willing to allow us to bill the policyholder directly, we cannot bill structure fires for you.

Renters insurance does not cover structure fires. These policies only cover the tenant/renters contents. We must have the actual homeowner/property owner's name, address, and insurance information to successfully bill this.

Commercial Structure Fires are structured similarly but we have to consider the commercial insurance deductible in these cases. If a commercial policy has a $5,000 deductible, for example, and the loss does not exceed that amount or is close to that amount the insured may not file a claim with their insurance company. If we submit an invoice on your behalf for $750 for a commercial structure fire response, the insured may not submit to their commercial insurance as the loss may be below the deductible. In this case, we have no choice but to bill this directly to the policyholder as a claim was not filed with the insurance company.

If you are unwilling or unable to bill directly for fires, please do not submit structure fire responses to us for cost recovery.

Fire Recovery USA
Fire Billing Solutions

March 26, 2025

Chief Goulding
Hollister Fire Department
1979 Fairview Rd
Hollister, CA 95023

Dear Chief Goulding:

Thank you for the opportunity to provide a proposal for the Hollister Fire Department.

Fire Recovery USA is by far the largest and most successful cost recovery billing service in the fire industry. We have over 1,900 cities and fire departments in 43 states that have placed their trust in us to provide cost recovery programs **(over 100 in California)**.

Our company has over sixteen years in cost recovery with tens of millions of dollars collected. We will work together to setup your account, train your personnel, and offer continued customer service to ensure your needs and goals are met to the highest standard.

Please feel free to contact us if you would like clarification on any aspect of this proposal.

Sincerely,

Mike Rivera
Chief Business Development Officer

mike@firerecoveryusa.com

GENERAL INFORMATION

Fire Recovery USA, LLC
2271 Lava Ridge Ct, Suite 120
Roseville, CA 95661
(888) 640-7222

www.firerecoveryusa.com
Incorporation: California, USA

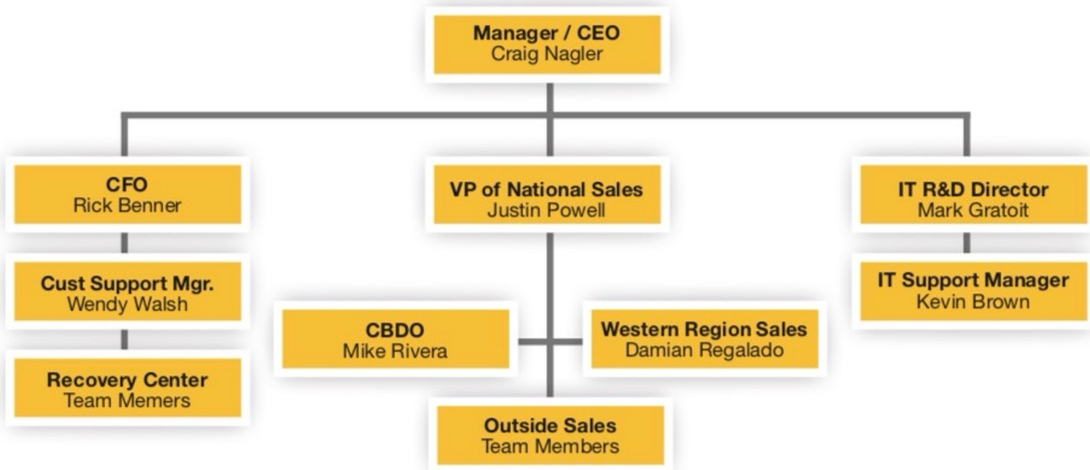
EXPERIENCE

Fire Recovery USA, LLC was founded in 2006 and is located in Roseville, California and provides cities and fire departments across the United States with cost recovery funding programs in conjunction with motor vehicle incidents, structure fires, hazardous material spills, and fire inspection programs. Fire Recovery USA is the sole provider of these programs and the software developed to administer them. We do not use any partners to administer the above-mentioned programs.

Fire Recovery USA has established and implemented systems for over 1,900 customers in 42 states. We have the experience and brand recognition that has positioned us as the market leader in this niche. The company has a proprietary and very successful billing system developed specifically to meet industry needs. This system and its efficiencies have proven to successfully provide collection rates far superior to large competitors.

Fire Recovery USA has developed a methodology to process invoices and permits that has not been matched by the competition. This methodology centers around the company's policy of communicating and corresponding with the responsible parties as well as providing flexible payment options and electronic communication.

ORGANIZATIONAL STRUCTURE



Working as a cohesive team utilizing project management technology such as Basecamp, Google Hangouts, and JitBit Ticket Tracking software, we have on-boarded our clients quickly and efficiently. Mike Rivera will head the project, including on-boarding and the delegation of tasks to the appropriate internal personnel. He will oversee the progress and work to keep the project on schedule.

KEY INDIVIDUALS

Justin Powell – VP of Sales, oversee all aspects
Mike Rivera – Assist project onboarding, oversee account setup
Rick Benner – Assist project onboarding, facilitate financial account setup
Wendy Mangan – Manage RecoveryHub account setup
Mark Gratoit – Director of Research and Development
Kevin Brown – Head of RMS/CAD Link Establishment and Testing

TOTAL ORGANIZATION

Fire Recovery USA is one of two entities that comprise our family of cost recovery and technology services.

1. **Fire Recovery USA**
2. **StreamLine Automation**

1. Fire Recovery USA provides three cost recovery programs.

iPad Inspection / Automated billing - By combining technology with automation we can greatly enhance your inspection and permitting program. You inspect, we do the rest, efficiently and quickly with full transparency. We follow up on payments; have 24/7 live data reporting and the highest recovery rate in the industry.

Self Inspection Program - This revolutionary program provides the ability to have base level inspections for ALL businesses. It satisfies your responsibility to assure your businesses are safe. In a rotation with the full inspection above it provides the maximum ability to assure business compliance while supporting the costs of your inspection program. All with a flexible audit capability.

Emergency Response Cost Recovery Program - You incur significant costs responding to incidents. Appropriately recovering the costs of high impact events is becoming the new standard. Let us provide you with an estimate of your potential recovery.

2. StreamLine Automation. Fire Recovery USA and StreamLine Automation Systems develop, market, and support our proprietary systems used for Health and Safety Inspections.

Streamline Automated Systems are simple to use. Data and information is seamlessly and automatically transferred from the CAD or RMS into the secure, online web based user interface and customized front-end portal. It is securely and conveniently stored in the cloud for remote and immediate access for updates, validation and follow-up. Streamline's proprietary software is hardware agnostic, meaning you can access your data via any computer, tablet device, or smartphone. Our proprietary systems allow for complete customization, and quick and agile turnkey deployment. Customizable features include personalized portals, site management, billing, mapping and interface design, among other elements.

STAFF CRITERIA

Fire Recovery USA strives to employ highly competent and efficient processors. Once a prospective employee is identified they are screened through the E-Verify system to establish and document their legal work status. Each candidate is subject to several interviews with management personnel and must pass a series of tests Fire Recovery has developed. These proprietary tests measure a candidate's ability to perform at established standards in computer competence, language skills and customer service.

Upon employment, new processors are teamed with an experienced staff member who spends a week with them in intensive side-by-side training. The new processor is able to experience how a veteran processor handles the various challenges of their workday and is exposed to the high standards expected by Fire Recovery USA. Once the week of intensive training has concluded, the new processor remains assigned to the experienced staff member who continues to act as a mentor until the new processor is able to operate independently.

CUSTOMER SERVICE PHILOSOPHY

Customer Service is a key component in Fire Recovery's success and has directly led to our industry-leading achievement. Customer service is stressed as a vital factor that makes us different from our competitors.

Each piece of correspondence sent to residents and businesses in your community will include phone numbers and email addresses that can be used to contact Fire Recovery USA. We respond to each contact as soon as possible, but never more than one business day after contact. If the contact has a question our staff cannot answer we have a "Ticketing System" whereby we contact a client contact, as designated by our clients, who will answer the question by email and Fire Recovery will contact the person with the response. Fire Recovery USA has successfully employed this system with our existing client base. The system allows each question or problem to be tracked until its resolution and helps assure no open items are lost or overlooked at they remain open until completion. Our clients also appreciate this system as they are not subject to numerous phone calls from our staff and they can respond to open issues by email through the "Ticketing System" as time allows within their work schedule.

As part of their training, each employee of Fire Recovery USA is versed in the importance of customer service. They are required to maintain a courteous, business-like demeanor in all contact and correspondence with our clients and their constituents.

Fire Recovery USA's ownership and management believe in modeling our commitment to high-level customer service. Employees are our "customers" and need a regular demonstration of appreciation. We strive to maintain a family atmosphere in our office environment while continually encouraging our employees to reach higher levels of achievement through further evaluation and testing, as well as incentive programs to encourage success and managerial thinking.

PROJECT UNDERSTANDING AND APPROACH

BASIS FOR COST RECOVERY:

Billing for cost recovery of emergency services has been in use for decades and is allowed in all states. **Most insurance policies contain language specifying coverage for vehicle accident and emergency incident services. If you don't bill them, the insurance company retains the money. By not billing, the individual is essentially paying for the service twice, once in their taxes and again in their premiums.**

UNDERSTANDING:

Fire Recovery USA specializes in providing seamless methods of cost recovery to cities and fire departments nationwide. Fire Recovery USA processes more than 40,000 Emergency Incident Billing events per year and delivers millions of dollars in recovered funds to our clients annually. Our systems make the process of cost recovery efficient in all aspects of the program. Our goal is to make the program as seamless and effortless as possible.

Each of our Processing Center staff is focused on processing Emergency Incident Billing accounts and only Emergency Incident Billing accounts. We have dedicated billing staff for these types of claims who focus on this type of billing full-time and can deliver the highest possible financial return to our clients.

Our processing team will go to work to insure the highest collection rate possible for your fire department. Your administrative team will have access to the RecoveryHub from any computer with intent access and see ***REAL TIME*** run data and reports, 24/7. This fully transparent system will allow you to see every contact and phone call we've made, the status of the bill, and track and reconcile every payment we've received. Each step in our process is visible to you, the end user, so you always know the status of your recovery efforts.

SCOPE OF WORK

1. Fire Recovery USA will provide the technology to electronically input run data into the RecoveryHub for processing.

2. Fire Recovery USA will bill on your behalf, for runs submitted and the service you provide, as allowed by your ordinance or resolution.

3. We will work with the insurance companies directly to ensure payments are made for invoices submitted.

4. We will provide real time access to all of your claims as well as the ability for the end user to run reports on demand.

5. We will provide automatic monthly reporting and real-time access to your account for 100% transparency.

6. We will develop a successful professional working relationship with your fire department

7. We will provide training and project management for your staff.

8. We will provide a dedicated account manager for your fire department.

9. We will provide our programs with professionalism while maintaining the integrity of your fire department.

10. We will ensure the highest level of customer service for support and assistance. Customer service and support are available between 7:00 AM and 5:00 PM PST but can be accommodated outside of these hours for special needs.

11. We will provide for a systematic and standard recovery process that allows creditability to be maintained with insurance providers.

12. We will provide the highest collection rate in our industry – over 90% for fluid-based/HazMat Related Emergency Incidents and over 70% overall on billable incidents.

13. We will provide and/or allow access to the newest technology and applications in order to insures the most efficient workflow and processes.

REPORTS:

Fire Recovery USA is committed to providing your fire department with the most advanced reporting tools available through our website, RecoveryHub. RecoveryHub provides custom report capabilities that we continue to develop in order to satisfy our customers' needs.

1. We provide detail and summary reports (automatically and electronically) 24/7 from any internet-connected computer.

2. We provide an accounts receivable aging report and a report on any billing (claims).

3. We provide a web-based portal to appropriate your fire department staff to access and view the status of all relevant reports or files, all updated real time. This is based on user security and roll access to the system.

4. We provide your fire department with a report on all claims and disputes.

MISCELLANEOUS:

1. Provide a primary and a secondary contact for daily operational inquiries and notify your fire department of any contact changes.

2. Provide on-line electronic file lookup and be able to accept information from your fire department via email, fax, or in an electronic format;

3. Provide a custom form for your fire department to utilize in order to collect the data needed for proper bill processing, as stated per ordinance; and

4. Ensure daily backups are stored in a secure, safe location.

5. We are willing to modify our cost recovery methodology to the extent that it conforms to your fire department's philosophy of interaction with the citizens. We will follow your fire department's philosophy is to pursue accounts in accordance with your state law.

CONFIDENTIAL INFORMATION

Our Official Internal Control Policy is that no confidential information will be released to anyone other than the password protected person(s) authorized by your fire department and the insurance company(s) involved in the incident. In addition, only those employees in our Recovery Department who are authorized to input and track claims will have access to confidential information on any claims and the individuals involved in the claims.

HIPAA Information: Our Emergency Incident billing programs require no HIPAA information, and as such, no HIPAA information is collected or harvested. Our EMS division is located in a separate office and all HIPAA programs are run through that facility in order to insure 100% compliance and information protection.

HARDWARE AND SOFTWARE INFRASTRUCTURE & SECURITY

Fire Recovery USA has aligned itself with some of the best service providers in the industry to ensure the security of our client's data and availability of our services. Our entire infrastructure is hosted in Microsoft's Azure Cloud Platform. This platform has its own Security Center that is inherent to that environment however, we go one step further. Qualys is a third-party application that we use to monitor for malware and conduct additional vulnerability scans. The combination of the two services provides us a robust security solution with real time threat detection and a true geo-redundant footprint.

If you are a billing customer, then you probably know how important and how difficult it can be to become and remain PCI compliant. Once again, we have aligned with an industry leader. Authorize.net handles all of our online transactions and maintains a full PCI DSS/SSAE-16 compliant data center to secure your client's sensitive financial data.

Microsoft Azure

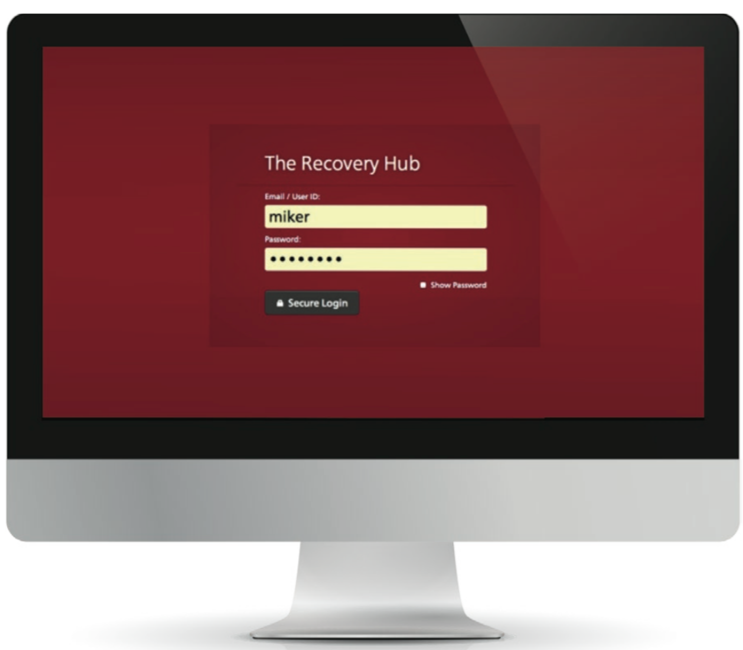
- Geo-Redundant Services with real time database replication and application failover
- The only public cloud platform to offer continuous security and health monitoring using Azure Security Center
- All connections and data transfers are encrypted
- All databases are encrypted at rest
- More certifications than any other cloud platform including ISO and HIPAA
- Real time health alerts and active scaling based on predefined threshold limits

Qualys

- Provides additional 3rd party web applications scans and malware monitoring
- Zero day vulnerability scans utilizing behavioral analysis
- Web application scanning for OWASP top 10 defined threats
- Real time alerts on active threats

Authorize.net

- All customer billing transactions are conducted through Authorize.net servers and are PCI DSS compliant
- SSAE-16 compliance validated annually
- HIPAA, GLBA, & California Senate Bill 1386 (SB1386) compliant. Regular audits conducted as required to maintain compliance.



All of the web traffic is encrypted https://www.therecoveryhub.com to 128 bit. Here's a screenshot of the secure RecoveryHub login page:

FIRE RECOVERY SITE DISASTER RECOVERY (FRUSA HQ)

FRUSA's Server/DC and all virtual servers that reside on-site are protected by an image-based backup solution, Datto.

In the instance of a physical server failure or catastrophic operating system problem, FRUSA can be up and running in a matter of minutes by connecting directly to the Datto backup device.

Additionally, each of FRUSA's servers can be quickly restored to a previously working state from these image backups.

All of these image backups are backed up off-site, to Datto's bi-coastal data centers, and FRUSA can connect to their information from just about anywhere. We can pull these images from Datto's data centers and restore them onto new servers.

FINANCIAL REPORTING PROTOCOL

Fire Recovery USA, LLC has developed a system for processing claims by fire departments for cost recovery related services rendered by those departments. Our software program called RecoveryHub controls this system. We have spent many years developing in this system and consider many elements of it proprietary as the policies, procedures and methodologies we use have been developed at substantial cost and have allowed the company to achieve one of the highest collection percentages in the industry. Therefore, while we will not share some aspects of our policies and procedures so as to provide that information to our competitors, we will provide the following overview of our policies and procedures.

Prior to initiating billing for a client, we ensure the department’s fee structure is set up in accordance with all applicable laws and are in line with what is reasonable and customary for Emergency Services. In addition, we emphasize these claims should not be viewed as a profit center, but as a source of reimbursement for costs incurred by a fire department to respond to an emergency situation. We insure the fee structure for each department is in line with the costs incurred by them to provide each covered service.

As runs are submitted to us for submission to an insurance company, we review the documentation and use the rate structure for the applicable fire department to establish the total claim. We take all necessary precautions to make sure the filing with the insurance company is done in compliance with the established and approved rates.

When filing a claim, we only file against the at-fault party. We have several ways to accomplish this goal. In many instances, we are provided with a copy of a police report, which will stipulate the at-fault party and will file a claim with the insurance company listed on the police report. When we don’t have a police-report we will review the incident report provided by the fire department in an attempt to determine the at-fault party and in most instances, we are successful in doing so.

In those rare situations where the at-fault party can't be determined, we will file a claim with one of the insurance companies involved and the insurance adjuster will help us determine if their insured was at fault. If their insured wasn't at fault, we will use this information to establish the at-fault party and file a claim with their insurance company. Our company will never file multiple claims at the same time with more than one insurance company for an accident.

Once the at-fault party has been determined we telephone the applicable insurance company and file a claim against the at-fault party in the incident. The insurance company will provide us with the name, phone number and fax number of the adjuster assigned to the file. We will e-fax an invoice with the supporting documentation that provides the authority to file the claim. We will generally wait two to three weeks to contact the adjuster by phone to confirm receipt of our invoice and to inquire about payment (during this three-week period approximately 15-25% of claims will be paid without any contact).

If the claim hasn't been paid during the two to three-week window, we will contact the adjuster again to get an update on the file. If we can't reach the adjuster on this call, we will make every effort to contact someone in their office to confirm they have received the invoice and claim related materials. Once we talk to the adjuster we will find out if the claim will be paid, denied or delayed. If they say the claim will be paid, we will mark it a "payment approved" in our system and track it for payment. If it is denied, we request a denial letter.

Once we receive the denial letter, we review it to assure the denial is appropriate. If not, we will file a rebuttal letter with the adjuster. If it is delayed while liability is determined, we will ask for a time frame from the adjuster and then place the run on our calendar for follow-up.

All runs are processed through our RecoveryHub system which tracks each run and places them on the calendar of one of our processors who will then follow the claim until it is resolved by payment or denial. If a run is denied it is up to the fire department to determine if they would like to further pursue the claim by billing the at-fault party direct or sending the run to a collection agency for final disposition.

When a payment arrives, our staff will mark the invoice paid in RecoveryHub and note the pertinent information related to the payment in the system. Fire Recovery has a payment cycle that runs from the 25th of one month to the 24th of the next month. After the 24th of the month all accounts are reconciled for accuracy and checks are paid to the fire department and mailed to the department between the 4th and 7th of the next month.

Each fire department client of Fire Recovery has 24 hours 365 day a year access to their account in RecoveryHub and can view all activity and generate reports on runs and payments. The system is totally transparent as to the activity related to each run with notes placed in the file each time a run is touched by Fire Recovery personnel. Fire Recovery provides unprecedented access to a fire department's runs and the status of the Fire Recovery's activity related to each run.

PROGRAM DETAIL

EMERGENCY INCIDENT BILLING PROGRAM (Motor Vehicle Incidents, Technical Rescue, Vehicle Fires, Helicopter Landing Zones, Hazmat, etc.)

At the Scene of the Incident: Your personnel will either log the data from the incident using your existing system protocol/reporting system, or via our paper-based “Incident Reports”. You can also log run information real time from the scene with iPad, tablet or PC as long as you have a real-time connection to the Internet.

Upon Return to the Station: We have the ability to harvest the billing data from many of today’s most popular RMS Systems. If available for your RMS, our link will harvest the data information directly into our RecoveryHub site. If not, your designated personnel will submit the run using our secure RecoveryHub on-line system. When they log-on, RecoveryHub will recognize them and bring them right to your run submission page.

RecoveryLink is available only through Fire Recovery USA and is based on nationwide software that has been used in the fire service industry for the past 20 years. Unlike most competitors’ exchange software, we don't attach anything to their system. Our system is simply setup to "data dump" the public-record information from the incident into our secured system. We do not download any HIPAA information and everything we receive is considered public record.

After Submitting the Run: The claim begins its track through the billing and recovery process. By utilizing the advanced technology in RecoveryHub, we should be able to use the necessary billing data for most incidents without further contact with the client, depending on the quality of the information provided by your staff. We use the most advanced technology, including interfaces to multiple public databases, as well-as-an advanced skip-tracing system to fill in any missing incident or demographic information. Invoices and letters will be submitted to the insurer in your fire department’s name.

We work with the insurance companies involved and/or the police to determine who is responsible if necessary, for payment. Virtually all of our interaction is with the at-fault individual and their insurance company. We will determine the existing claim number (or create a new claim with the insurance carrier), bill the individual and submit the claim to the insurance company, provide follow-up proof of laws, legal documents, and other information, and finally, recover the funds.

Invoices are faxed or emailed when possible and mailed only if necessary or required by the insurance company. Unlike Medical Transport Billing, there are no electronic filing capabilities for non-medical invoices to automobile insurance companies.

Once an invoice has been submitted, our Processing Center Team members will produce letters, make phone calls, and perform any necessary follow-up on behalf of your fire department to ensure that maximum revenue is achieved for each incident. An invoice submitted more than 30 days from the incident date typically generates less revenue, so we recommend your personnel gather as much in- formation as possible at the scene in an effort to optimize your recovery.

If denied, the claim then moves to our escalation team who responds to the reasons for the denial, provides the responsible party(s) of laws pertaining to the claim, and strategizes the most effective way to counter further denials of the claim.

You always have 24/7 access to submitted runs, and you can view each call made on your behalf to collect the claim. No other competitor offers this level of transparency.

When a payment arrives, our staff will mark the invoice paid in RecoveryHub and note the pertinent information related to the payment in the system. Fire Recovery has a payment cycle that runs from the 25th of one month to the 24th of the next month. After the 24th of the month all accounts are reconciled for accuracy and checks are paid to the fire department and mailed to the department between the 4th and 7th of the next month.

This lists the data required to produce a strong claim for your services. The items in yellow are considered necessary by the insurance industry.

Screenshot of our Recovery Hub showing actual collection statistics for an existing customer.

RecoveryHub

Claims | Inspections | False Alarms | Invoices | Users

Get a Feel For What's Happening

Run # or Last Name

Claims

Monthly Totals (Sep 2020)	This Month		Last Month		All Year	
Claims Submitted	5	$1,238.40	13	$22,724.40	89	$146,026.56
Payments Received By FRUSA	3	$2,495.60	7	$7,779.56	44	$33,603.00
Claims Denied	0	$0.00	0	$0.00	4	$3,220.80
NON-BILLABLE - (INADEQUATE INFO PROVIDED BY FD)	0	- $0.00	0	- $0.00	5	- $3,559.85
Drafts	5	- $0.00	1	- $404.80	6	- $4,271.82
Non-Billable (Other)	0	-	2	-	15	-
In Progress	5	-	8	-	33	-

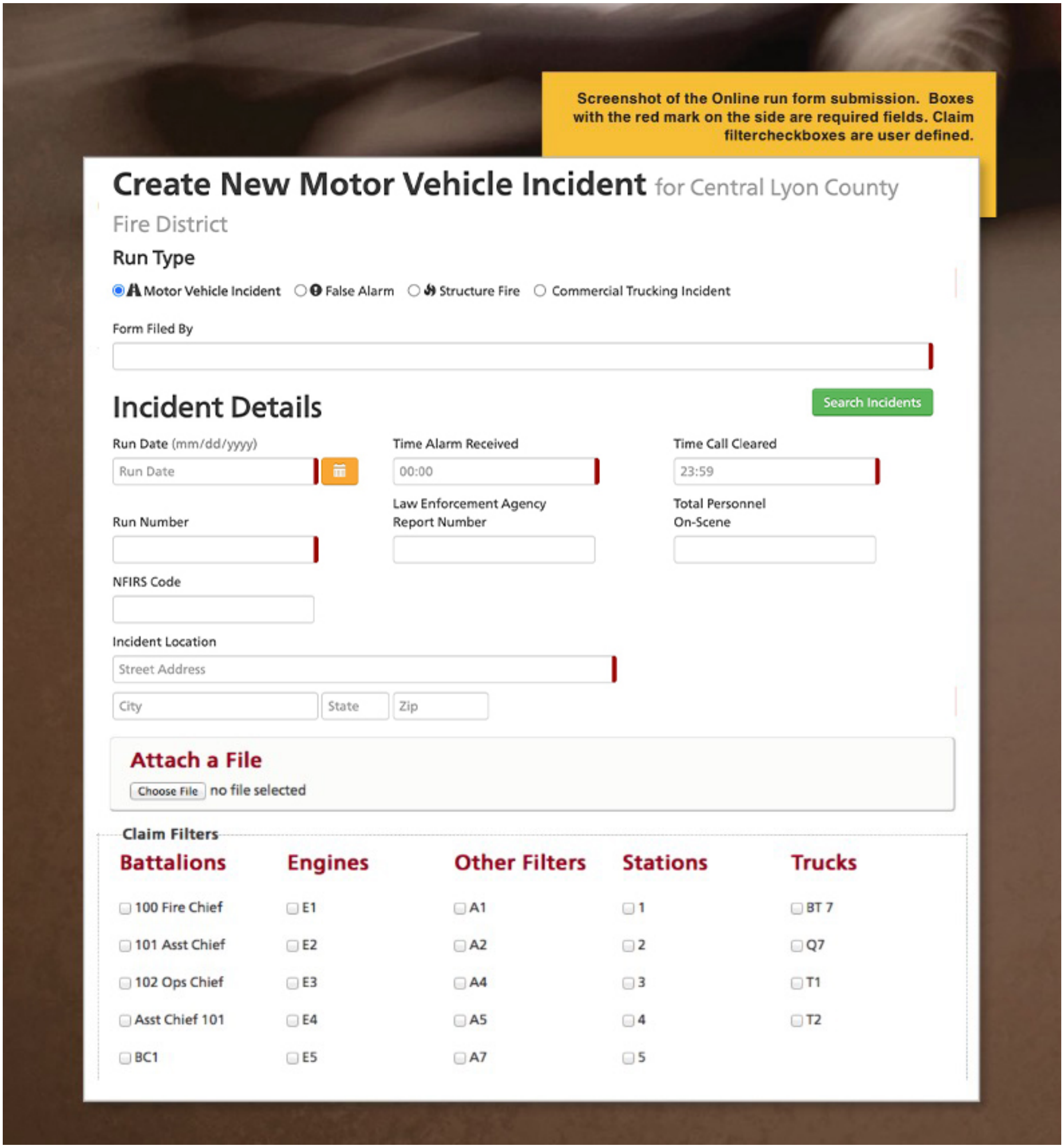
Current Collection Statistics

	YTD	Claims	Rate	All Time	Claims	Rate
Collected	$42,003.75	44	92%	$298,446.94	296	89%
Denied	$4,026.00	4	8%	$61,881.00	35	11%
Non-Billable (No Coverage)	$6,084.25	13		$80,938.67	81	
Non-Billable (Insufficient Information)	$6,098.50	4		$10,843.50	16	

Currently In Progress

	Claims	Total
In Progress	25	$72,290.00

If you are on our RLE data-link then the run data will automatically be waiting for you in our Drafts page. This information is extracted automatically from your RMS (Records Management System). If you are entering your run data manually (or copy-and-paste from your internal RMS or NFIRS), then you click on “New Run” and enter the data. You only are required to provide data in a field with a red line at the right side. The other fields are helpful, but not required.



Screenshot of the Online run form submission. Boxes with the red mark on the side are required fields. Claim filtercheckboxes are user defined.

Create New Motor Vehicle Incident for Central Lyon County Fire District

Run Type

Motor Vehicle Incident | False Alarm | Structure Fire | Commercial Trucking Incident

Form Filed By

Incident Details

Search Incidents

Run Date (mm/dd/yyyy): Run Date

Time Alarm Received: 00:00

Time Call Cleared: 23:59

Run Number

Law Enforcement Agency Report Number

Total Personnel On-Scene

NFIRS Code

Incident Location: Street Address, City, State, Zip

Attach a File

Choose File no file selected

Claim Filters

Battalions	Engines	Other Filters	Stations	Trucks
100 Fire Chief	E1	A1	1	BT 7
101 Asst Chief	E2	A2	2	Q7
102 Ops Chief	E3	A4	3	T1
Asst Chief 101	E4	A5	4	T2
BC1	E5	A7	5	

Runs Currently In Progress

Run # or Last Name

RUNS IN PROGRESS

[redacted] Glenda Run #: 2020-CLCFD-1992	Run Date: 07/02/2020	Status: Unassigned
[redacted] ANGEL Run #: 2020-CLCFD-2670	Run Date: 08/23/2020	Status: Unassigned
[redacted] MELANIE Run #: 2020-CLCFD-2593	Run Date: 08/16/2020	Status: Unassigned
[redacted] MARIA Run #: 2020-CLCFD-2667	Run Date: 08/22/2020	Status: Unassigned
[redacted] MICHAEL Run #: 2020-CLCFD-2745	Run Date: 08/28/2020	Status: Unassigned
[redacted] Arcadio Run #: 2020-CLCFD-2692	Run Date: 08/24/2020	Status: Unassigned
[redacted] Zebidiah $563.20 Run #: 2020-CLCFD-1851	Run Date: 06/21/2020	Status: Invoiced Direct
[redacted] Megan $348.00 Run #: 2020-CLCFD-0709	Run Date: 03/06/2020	Status: Under Review
[redacted] Ashley $1,594.00 Run #: 2020-CLCFD-4988	Run Date: 02/15/2020	Status: Follow Up
[redacted] Roger $9,151.20 Run #: 2020-CLCFD-2035	Run Date: 07/05/2020	Status: Invoiced Insurance
[redacted] Teresa $12,260.00 Run #: 2019-CLCFD-3311	Run Date: 11/09/2019	Status: Under Review
[redacted] Farron $404.80 Run #: 2020-CLCFD-1478	Run Date: 05/19/2020	Status: Under Review
[redacted] John $460.80 Run #: 2020-CLCFD-2440	Run Date: 08/04/2020	Status: Invoiced Insurance
[redacted], $3,636.80 Run #: 2020-CLCFD-2421	Run Date: 08/03/2020	Status: Invoiced Insurance
[redacted] Sandra Run #: 2020-CLCFD-1919	Run Date: 06/25/2020	Status: Requesting Information
[redacted] $5,344.20 Run #: 2020-CLCFD-2279	Run Date: 07/24/2020	Status: Invoiced Insurance

By clicking on any run, you have access to the original run submission data as well as all the notes from our processing team. You can see when it's been approved for payment, when we receive the payment and know this amount will be in your next monthly check.

[redacted] George - Central Lyon County Fire District #2020-[redacted]

Summary Information

Gross Invoiced: $1,245.50
Net Invoiced: $996.40

Insurance: ACTION AUTO INSURANCE
Claim Number: 97A659214
Invoice Number: 834648

Assigned to: Sam **Status:** Invoiced Insurance

CLAIM NOTES

invoice faxed to Dairyland.	08-18-2020 10:13 am
Adjuster from Action insurance called back and gave me the number to file a claim with Dairyland.	08-14-2020 2:48 pm
Updated adjuster information: Amber Kephart Phone: 563-[redacted] Fax: 888-729-2225 Email: Company: Dairyland	08-14-2020 2:47 pm

Viewing or Printing Reports is Available 24/7: Fire Recovery USA offers an extensive reporting and account overview capability within our web-based recovery application, RecoveryHub. As such, your data is available to you on-demand, and can be accessed 24/7 from any internet-connected computer.

Fire Recovery USA offers training on our systems and reporting capabilities as part of the implementation process. The main benefit of this program is our exclusive 24/7 “Real-Time” information and status access through our RecoveryHub website. You’ll never again have to wait for your data or reports. You can access from virtually any computer, anywhere in the world.

The status of each run (Current or Archived) is available 24/7, online, on RecoveryHub. This will both provide immediate account information, but also allow you to forecast incoming funds and plan for their use.

Status	State	Run Date	Run Number	Created	Last Modified	Paid Date	Last Name	Insurance	Invoiced	Received	FD%
Payment Received	NV	2/9/20	2020-CLCFD-437	2/9/20	3/10/20	3/10/20	XXX	Mendota Insurance	435	435	348
Payment Received	NV	2/10/20	2020-CLCFD-439	2/14/20	7/29/20	7/29/20	XXX	Mendakota Insurance	1,560	1,560	1,248
Payment Received	NV	2/27/20	2020-CLCFD-633	3/11/20	8/7/20	8/7/20	XXX	Foremost	500	500	400
Payment Received	NV	3/7/20	020-CLCFD-721	4/16/20	4/21/20	4/21/20	XXX	Allstate	452	495	396
Payment Received	NV	3/13/20	2020-CLCFD-779	3/13/20	6/9/20	6/8/20	XXX	Gas Leak	633	633	506
Payment Received	NV	4/9/20	020-CLCFD-105	4/15/20	5/1/20	5/1/20	XXX	Unknown	506	506	405
Payment Received	NV	5/8/20	20-CLCFD-1365	7/22/20	8/7/20	8/7/20	XXX	Farmers Insurance	3,333	3,333	2,666
Payment Received	NV	5/29/20	020-CLCFD-159	5/29/20	6/29/20	6/28/20	XXX	AAA	576	576	461
Payment Received	NV	6/15/20	020-CLCFD-177	6/23/20	7/7/20	7/6/20	XXX	Shelter	576	576	461
Payment Received	NV	7/4/20	020-CLCFD-202	7/4/20	7/14/20	7/14/20	XXX	State Farm Mutual Auto	506	250	200
Payment Received	NV	7/13/20	020-CLCFD-211	7/18/20	8/13/20	8/13/20	XXX	Geico	2,826	2,826	2,261
Payment Received	NV	7/17/20	020-CLCFD-218	7/18/20	9/2/20	9/2/20	XXX	Nationwide E&S/Specialty	972	972	778
Payment Received	NV	8/4/20	020-CLCFD-243	8/6/20	8/28/20	8/28/20	XXX	Allstate	506	506	405
Payment Received	NV	8/16/20	020-CLCFD-260	8/17/20	9/8/20	9/8/20	XXX	CSAA General Insurance Co.	1,642	1,642	1,313
								Grand Totals	15,021	14,808	11,847

Collections (Optional)

If we are unable to collect on a run that we feel is a viable claim we offer you the choice to "walk-away" and list as uncollectable or turn the account over to collections.

After exhausting all efforts to resolve account balances, including sending a final pre-collection letter to the individual or insurance company requesting final payment, optionally, accounts can be sent back to the County or the designated collection agency per the County's choosing. ***Fire Recovery USA is not a collection agency and does not use "hard collection" techniques in its approach.***

Depending on the County 's preference and collections policy, we are open to working with your preferred collections agency or using our collection agency.

Payment of Runs

While payments can be received from Fire Recovery USA in a variety of ways, depending on your specific needs, typically on or before the 7th of each month, we issue a check for all payments received prior to the previous month's cut-off date (typically the 24th), minus our collection fee. This payment will also include an itemized breakdown of what runs the check is paid against.

Some common reporting filters

Filter my view

- All
- Archived per FD
- Resident
- Sent To Collections
- Payment Received
- Denied
- Unbillable
- False Alarm Below Threshold
- Non-Billable (Insufficient Information)
- Law Office

Order By

- Oldest to Newest
- Newest to Oldest
- Most Recently Updated
- Least Recently Updated
- Insurance
- Run #

Some other reports viewable on the RecoveryHub dashboard

Claims

Monthly Totals (Sep 2020)	This Month		Last Month		All Year	
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Current Collection Statistics

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Non-Billable (Insufficient Information)	$6,098.50	4		$10,843.50	16	

Currently In Progress

	Claims	Total
In Progress	**25**	**$72,290.00**

TRAINING

Upon Receipt of a Service Agreement

1. Fire Recovery will setup a client account internally including passwords for online run submission and reporting.

2. Training Options:

A: Included in the price proposal - Live Training via WebEx - We will schedule conference calls and/or WebEx Sessions for management training. We will also provide our “Online Video Training Guide” and provide YouTube Videos for staff that cannot make the training sessions.

B: Optional: Onsite Training is offered at $1,695 per day.

• Line Personnel Training: Fire Recovery Representative will train personnel. This training will include run qualification, information necessary for a maximum collection percentage, how to submit runs via fax and using our online submission system.

• Fire Chief & Battalion Chief Training:

As above but adds training on how to access reports via our online reporting system (available 24/7). Also providing passwords for report views. This will only be provided if client authorizes report access to Battalion level personnel.

3. Fire Recovery will assign a key representative who will provide customer service. Continued training, training of new hires, etc., if requested, is available.

TRAINING DETAIL

Contract Finalization: Mike Rivera: The liaison with your fire department during the execution of the contract.

Account “On-Boarding”: Mike Rivera: The liaison with your fire department during the initial setup of the account and will manage the on-boarding process. This is dependent on your fire department’s availability of staff. We will make our staff available to your fire department as needed to meet their schedules.

Training: Mike Rivera: The liaison with your fire department during the initial training of personnel. Live/WebEx training will be completed in one day.

Processing/Claim Center Support: Wendy Walsh: Wendy is the Manager of the Processing Department and will always be available for support. This will be available, as necessary but typically between 7:00 AM and 6:00 PM PST.

AVERAGE COLLECTION RATE DATA

Overall Average / All Services = 77%

Detail:

- Fluid-based MVAs: 90.1%
- Non fluid-based MVAs: 30.4%
- Vehicle Fires: 28.2%
- Inspections/Permits – 99.5%

COST / PRICING PROPOSAL

Fire Recovery USA will provide the billing services as stated in the SOW for a flat percentage per collected claim. This will include faxing/mailing of all documents, invoices, postage, envelopes, telephone calls and follow up phone calls until the account is paid, posting and depositing of payments and reporting functions, etc.

Total monies collected will be net, after any credit card processing fees (charged at 4%) or any collection agency fees. If Client submits a claim to Company and later wants to cancel the claim, Client may be subject to a billing fee.

Fee: 22% of Gross Collected Revenue.

REVENUE FORECAST

Estimated GROSS Revenue = $200,000

Estimated NET Revenue = $160,000

NOTES:

1. The Revenue Forecast assumes you'll be submitting all billable runs.

2. The Revenue Forecast assumes you'll be billing Structure Fires, even though we may have to bill the property owner directly. While the property owner will be reimbursed for the claim by their insurance, we sometime must bill them to get the payment.

(See Following Page for Revenue Forecast Detail)

Emergency Incident Recovery Forecast

While we cannot make guarantees for cost recovery, the following is an estimated forecast.

Hollister Fire Department

Items	*Incidents per Year*	*Percent Collected*		*Amt. Billed*		*Totals*
MVA (with fluids on ground)	216	90%	@	$520	=	$101,088
MVA (no fluids on ground)	216	30%	@	$520	=	$33,696
Vehicle Fires	18	20%	@	$605	=	$2,178
Landing Zones	0	60%	@	$2,100	=	$0
Fires	150	60%	@	$500	=	$45,000
Hazardous Conditions	49	60%	@	$700	=	$20,580
Special Rescue	14	60%	@	$400	=	$3,360
SUBTOTAL COLLECTED						**$205,902**

TOTAL RETURNED TO THE FIRE DEPARTMENT (per year)	**$160,604**

** Emergency Incident Billing typically takes up to two years for a full "At Plan" ramp up, therefore be advised Year 1 revenue may be as much as 50% lower than the ongoing revenues.*

** This forecast is highly dependent on the client providing adequate billing data to enable us to meet our normal collection rates. This will be reinforced during training.*

Based on Data from: 2024
Forecast Prepared on: 3/26/25

STAFF REPORT
HOLLISTER FIRE PROTECTION ADVISORY COMMITTEE
MEETING DATE: June 5, 2025
REPORT # Fire-2025-13

AGENDA ITEM: 20250605_HFD_2024 BIANNUAL REPORT.docx

STAFF CONTACT: Jonathan Goulding, Fire Chief

RECOMMENDED ACTION: Receive a presentation of the Biannual Fire Services Report

DISCUSSION: Staff has compiled the annual report detailing key departmental statistics for the 2024 calendar year. This report provides a comprehensive overview of call volume data, both at the department-wide level and broken down by individual jurisdictions.

In addition to operational activity, the report highlights departmental efforts in training, fire prevention, and community risk reduction. These sections showcase the department's ongoing commitment to professional development, proactive safety measures, and engagement with the communities we serve. This report is intended to inform of the department’s performance, accomplishments, and areas of focus over the past year.

FISCAL IMPACT: N/A

PREVIOUS COUNCIL OR COMMISSION ACTION: N/A

CEQA: N/A

ATTACHMENTS:
1. 2024 Biannual Report

2024 Biannual Report

January - December 2024

HOLLISTER FIRE EST. 1875

HISTORY

149 YEARS OF HISTORY

The Hollister Fire Department was established on December 27, 1875 to serve the town of Hollister and its outlying areas. As with most fire departments of that time, a Fireman's Ball produced the budget, and staffing was all volunteer, with a compliment of 69 firemen including one Chief Engineer, and two assistant Chief Engineers. The Department turned out with three hose companies and one hook and ladder company to combat fire. According to the Fire Department By-Laws, the standard of cover was simple, "Fire Stations (Hose Barns) will be located where the fire rages the most."

In July of 2013 due to the budget restraints stemming from the great recession, the Hollister Fire Department, the San Benito County Fire Department and the San Juan Bautista Fire Department were merged together to provide fire services county wide. The intent of the merger was to eliminate duplication of services and provide a more efficient, more robust fire service county wide. The Hollister Fire Department was chosen as the department to oversee all fire operations and remains so today.

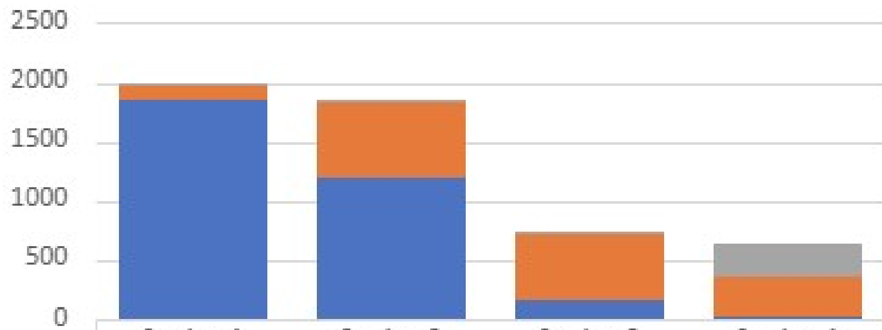
Est. 1875

MISSION STATEMENT

The Hollister Fire Department is committed to providing the highest level of public safety services for our community in the most efficient manner possible. We will protect lives and property through fire suppression, emergency medical services, rescue, fire prevention and public education. We are committed to the community and value the role each member plays in our organization. All of our lives depend on it.

Year-to-Date Call Volume

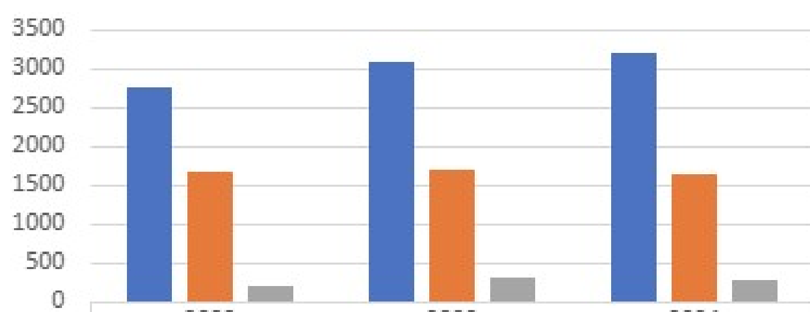
Calls by Jurisdiction



	Station 1	Station 2	Station 3	Station 4
San Juan Bautista	1	5	1	274
San Benito County	138	622	558	339
Hollister	1842	1202	159	14

Hollister San Benito County San Juan Bautista

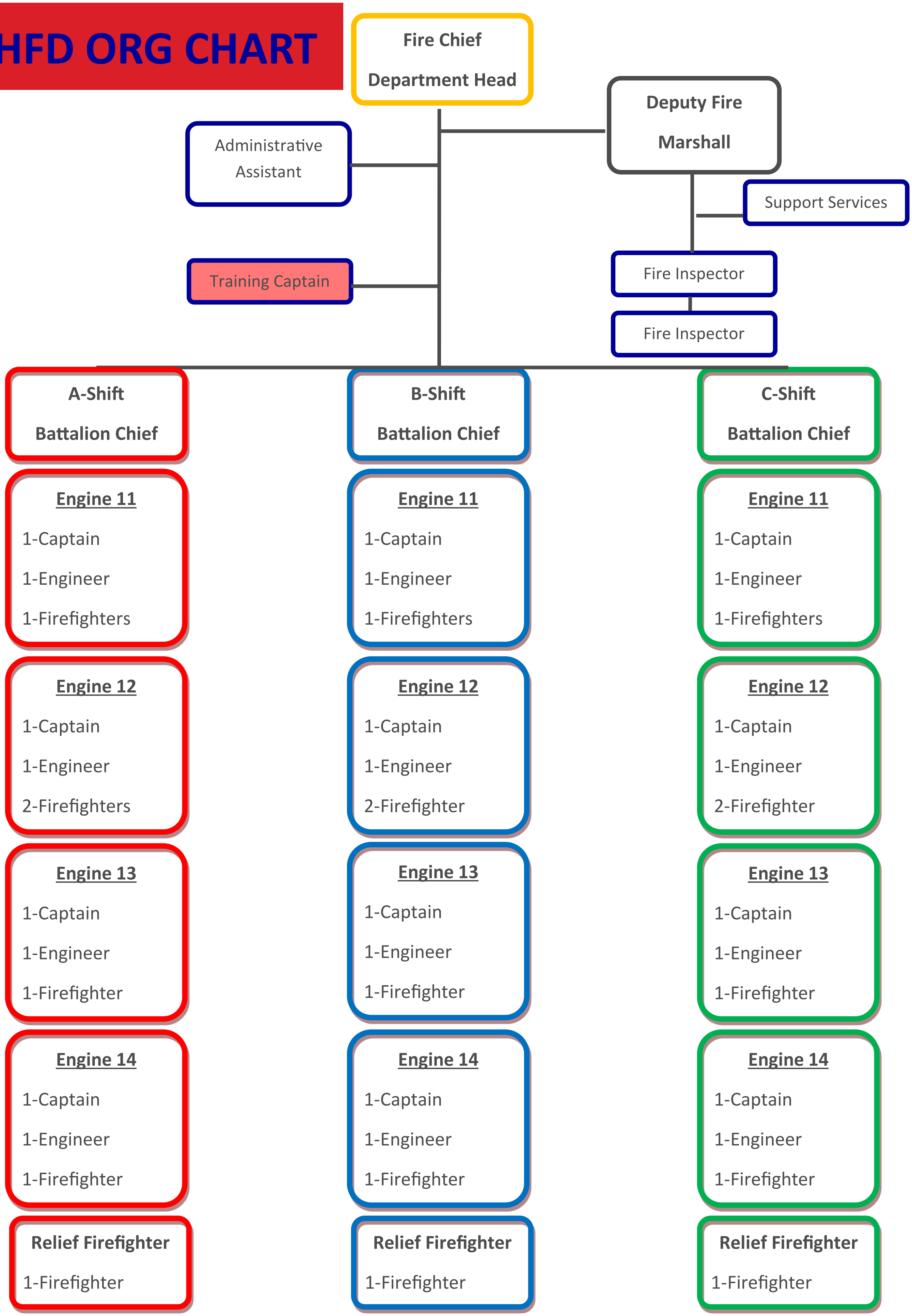
Call Volume by Year



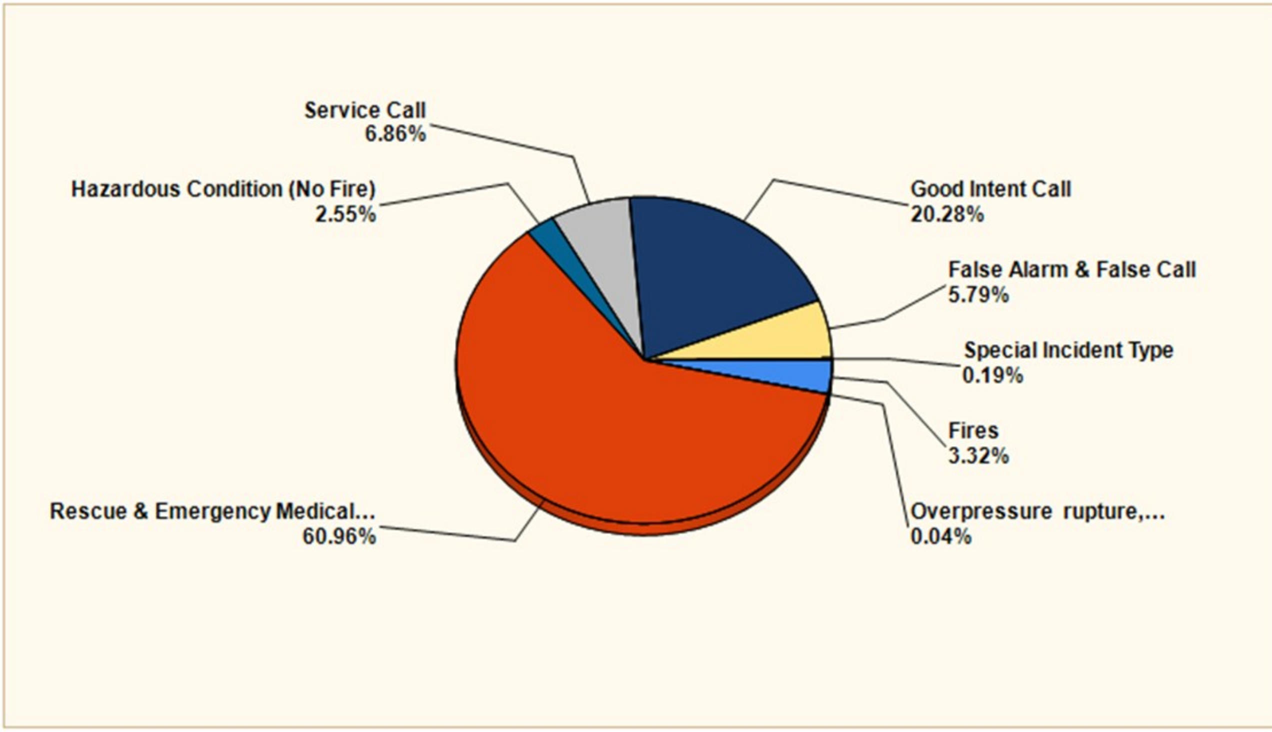
	2022	2023	2024
Hollister	2754	3097	3217
San Benito County	1659	1697	1657
San Juan Bautista	195	295	281

Hollister San Benito County San Juan Bautista

HFD ORG CHART

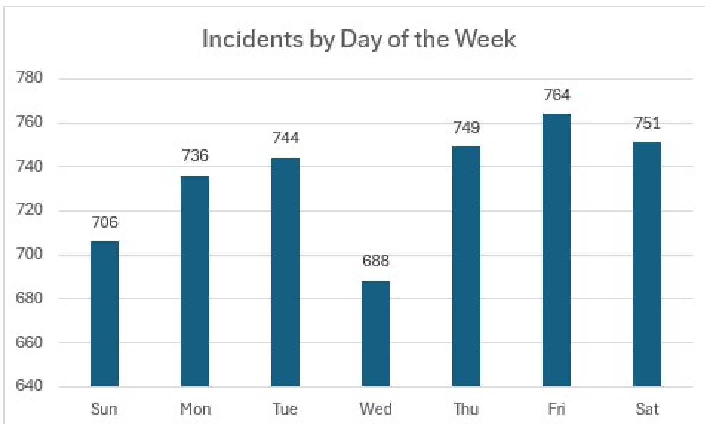


HFD Analytics 2024

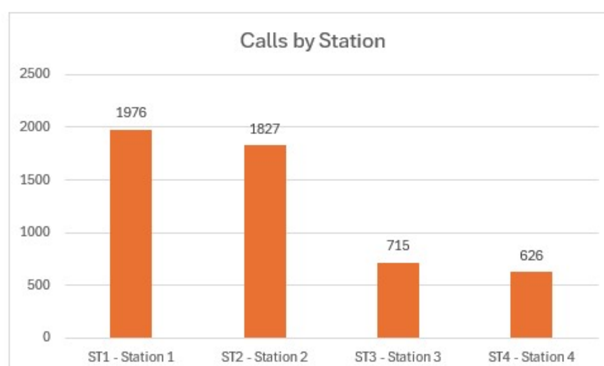


MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	171	3.32%
Overpressure rupture, explosion, overheat - no fire	2	0.04%
Rescue & Emergency Medical Service	3136	60.96%
Hazardous Condition (No Fire)	131	2.55%
Service Call	353	6.86%
Good Intent Call	1043	20.28%
False Alarm & False Call	298	5.79%
Special Incident Type	10	0.19%
TOTAL	5144	100%

HFD Analytics 2024



STATION	COUNT
ST1 - Station 1	1976
ST2 - Station 2	1827
ST3 - Station 3	715
ST4 - Station 4	626
TOTAL:	5144



Station Information

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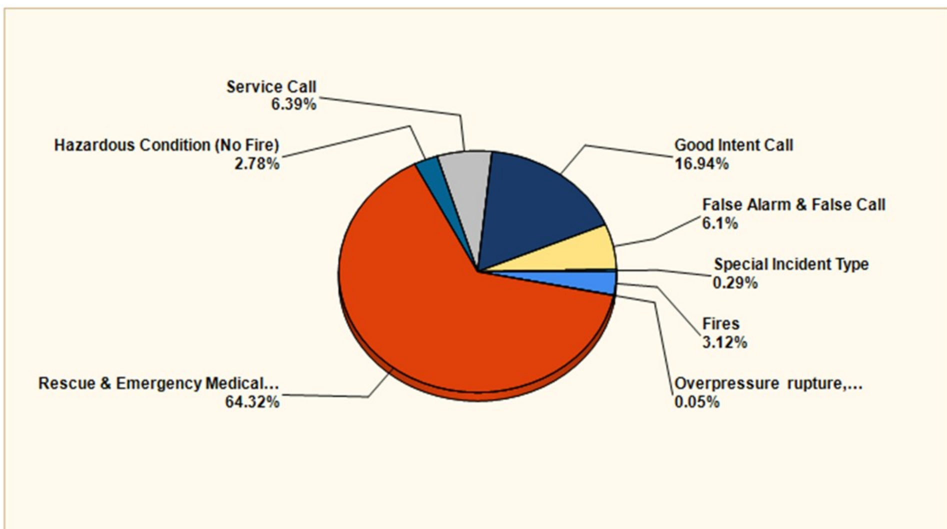
STATION 1

110 5th Street, Hollister

Fire Department Headquarters, Fire Chief's Office, Battalion Chiefs' Offices, and Prevention.

2024 Incident Totals

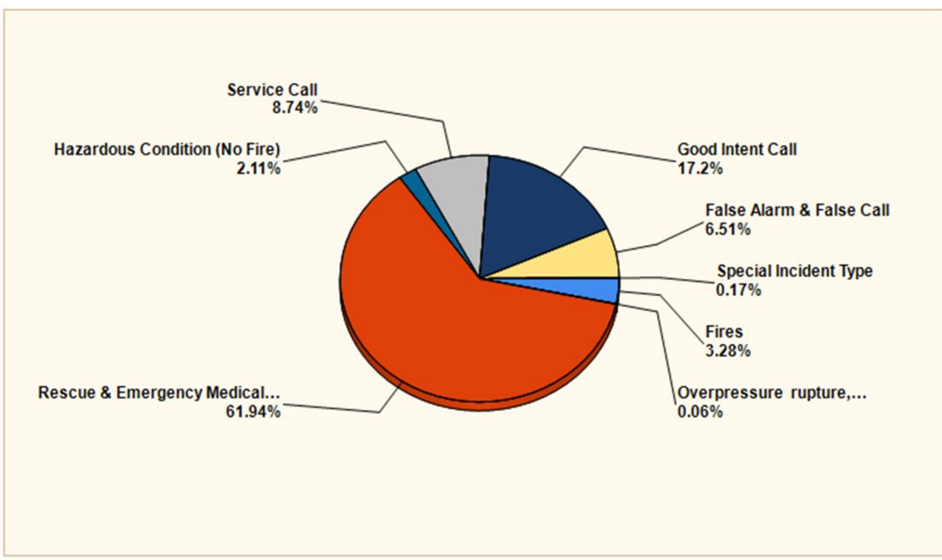


Station 1	
Fires	64
Overpressure rupture, explosion, overheat - no fire	1
Rescue & Emergency Medical Service	1318
Hazardous Condition (No Fire)	57
Service Call	131
Good Intent Call	347
False Alarm & False Call	125
Special Incident Type	6

STATION 2

2240 Valley View Drive, Hollister

2024 Incident Totals



Station 2	
Fires	59
Overpressure rupture, explosion, overheat -	1
Rescue & Emergency Medical Service	1113
Hazardous Condition (No Fire)	38
Service Call	157
Good Intent Call	309
False Alarm & False Call	117
Special Incident Type	3

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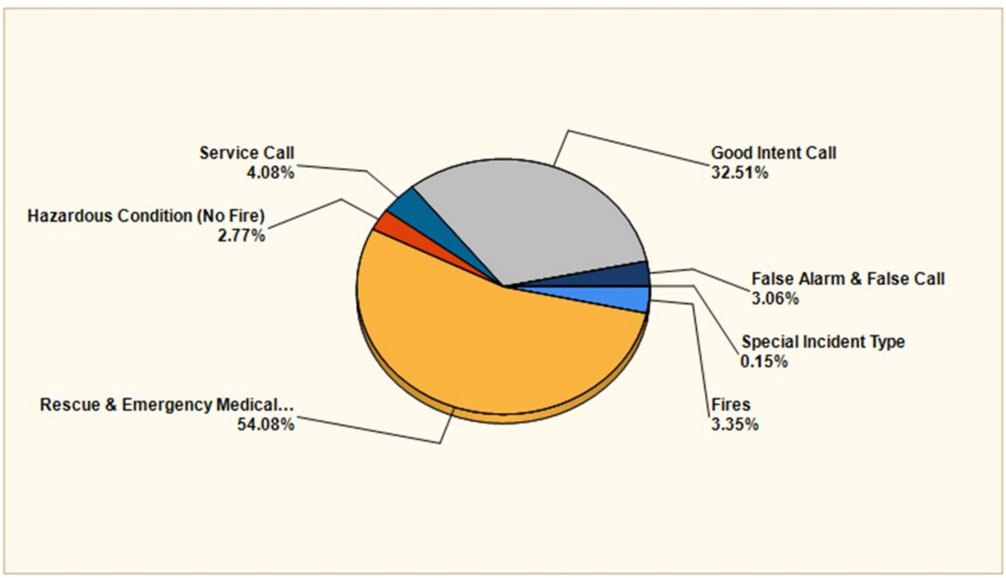
STATION 3

2000 Aerostar Way, Hollister Airport, Hollister

2024 Incident Totals

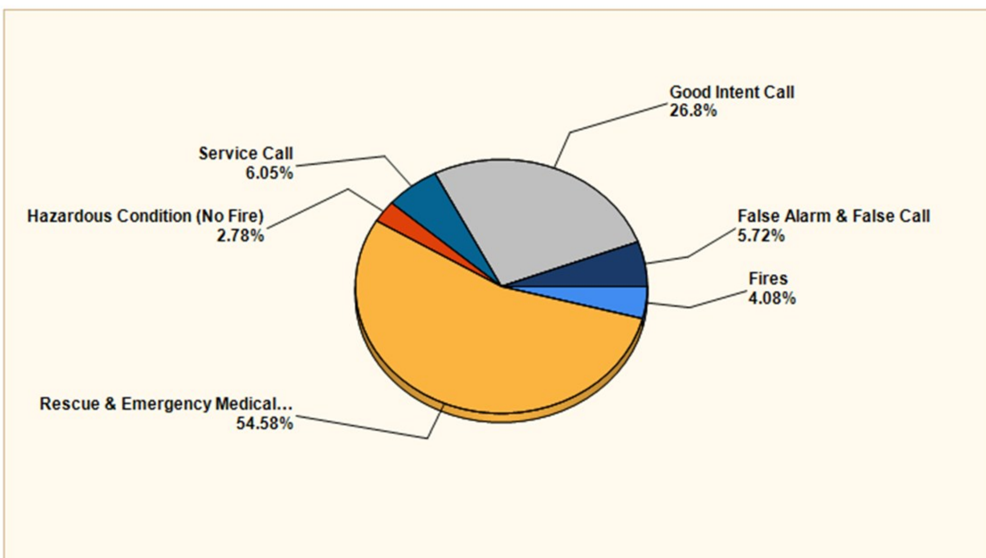


Station 3	
Fires	23
Rescue & Emergency Medical Service	371
Hazardous Condition (No Fire)	19
Service Call	28
Good Intent Call	223
False Alarm & False Call	21
Special Incident Type	1

STATION-4

24 Polk Street, San Juan Bautista

2024 Incident Totals



Fires	25
Rescue & Emergency Medical Service	334
Hazardous Condition (No Fire)	17
Service Call	37
Good Intent Call	164
False Alarm & False Call	35

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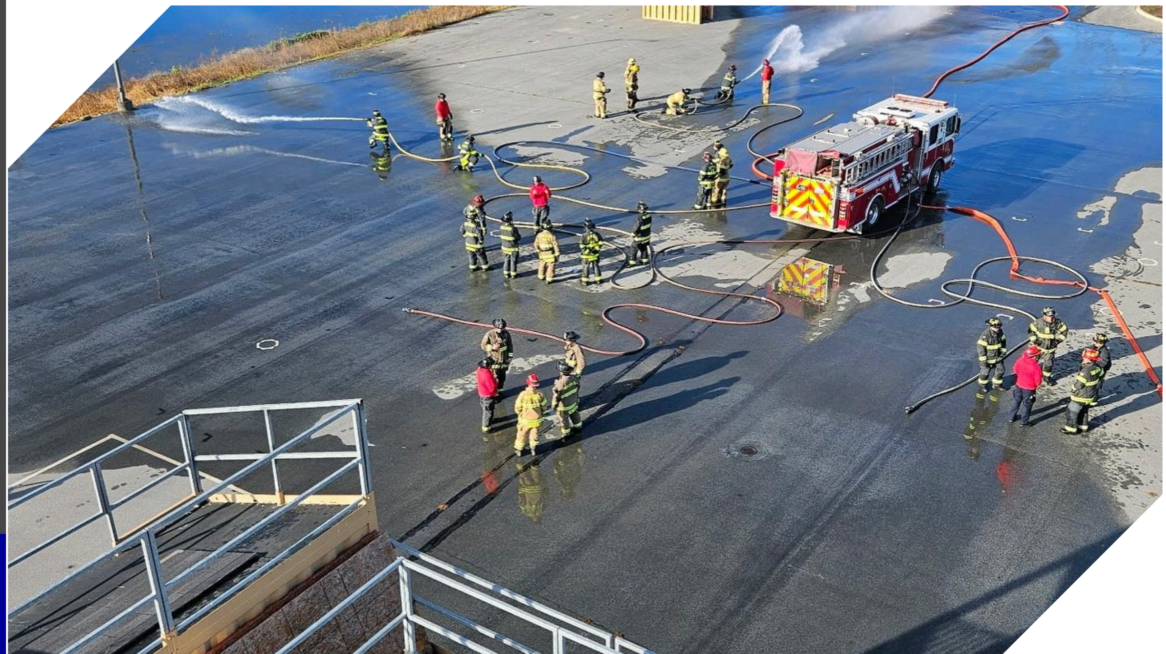

Training

Training is a key component of a successful fire department. Ensuring personnel are skilled in their duties before an emergency makes them better prepared to perform their duties under extreme conditions. We had some key accomplishments in 2024.

Some milestones regarding training this year were:

- Implemented a dedicated Training Captain
- Advanced Airway (I-gel) In service training
- New Thermal Imaging Camera in Service training
- New Water Tender In Service Training
- Multi Company Drill and Prescribed burn with BEU
- Multi Company Drill with OP area agencies High Rise Drill
- Active Attacker work group, policy development, and training exercises
- Base Station Meetings (quarterly) Jan/April/July/Oct

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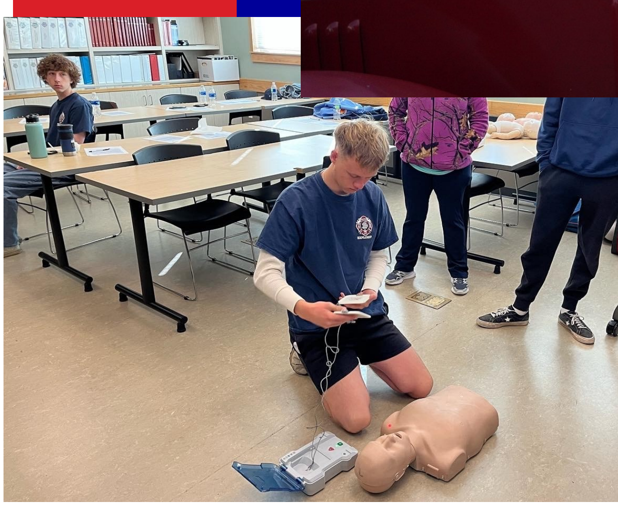
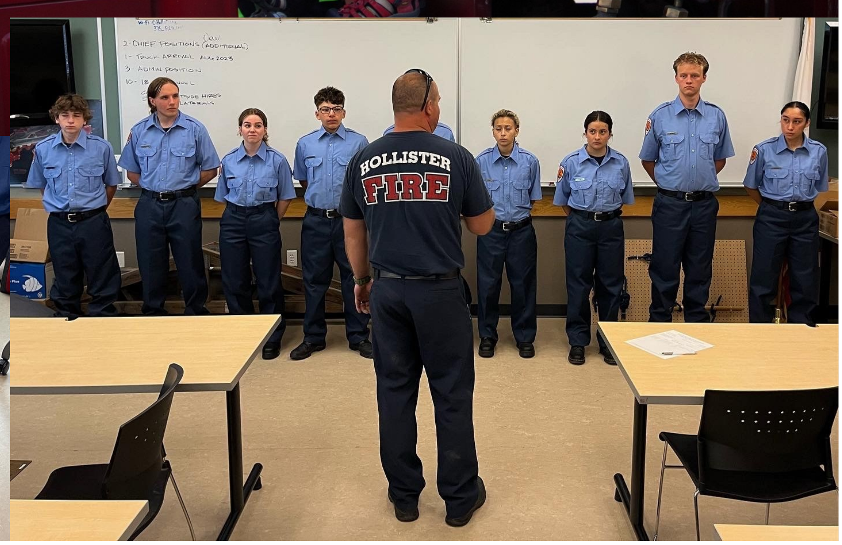
Training

For 2024, Hollister firefighters completed **10,591 hours** of training. Each line firefighter is required a minimum of **243** annual training hours to remain compliant with state, federal, ISO and department standards.

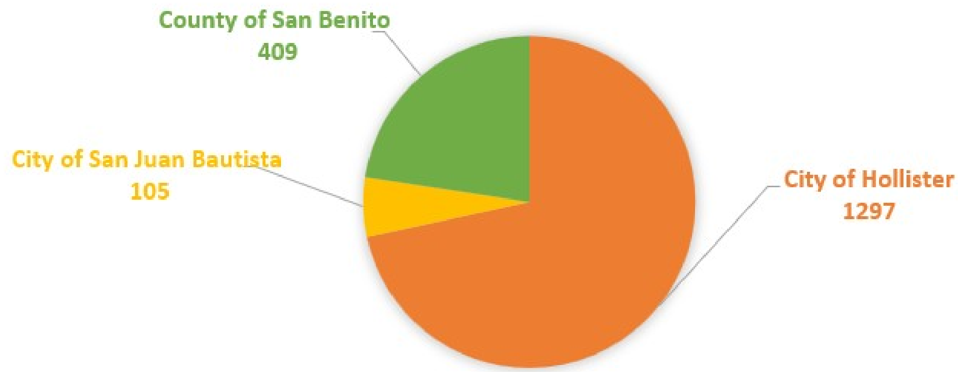
Company Training	**3312**
Driver/Operator Training	**735**
Officer Training	**1640**
Facility Training	**798**
Hazmat Training	**258**
EMS Training	**425**
Other	**3423**

Fire Prevention





INSPECTIONS
JANUARARY - DECEMBER 2024

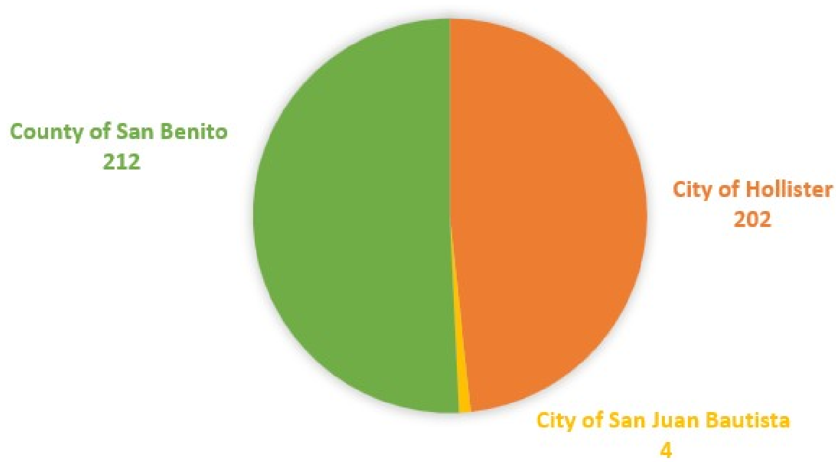


CPR	
Classes	21
Participants	178
Hands-only	100

Fire Extinguisher	
Classes	7
Participants	95

Outreach	
Station Tours	22
School Visits	18
Other Pub. Ed	11

PLAN CHECKS
JANUARY - DECEMBER 2024



Other Fire Prevention	
Investigations	9
Fire Explorers	20

Goals For 2025

- Continue with feasibility study for possible future fire protection district.-Canceled
- Station 1 painting.-Completed
- Develop a plan for future staffing of new ladder truck.-Delayed
- Fire Department Master Plan/Strategic Plan.-Delayed
- Purchase equipment for new ladder truck.-Future Project
- Replace thermal imaging cameras.-Completed
- Develop a plan for a new brick and mortar station 3.-Future Project
- Develop an auto aid agreement with Gilroy.-Delayed
- Repair Floors at Station 2.– Delayed
- Electrical repairs Station 1 and 2.-Partially Completed
- Covering for equipment at training grounds.– Delayed
- Install 40 Hr. Captain– Completed
- Develop plan for SCBA replacement current units expire in 2028.-Future Project
- Develop standard operating guidelines for department.-In Progress