

TargetSolutions Fire & EMS Online Training Program & Connect Services

The following Participation Agreement outlines the TargetSolutions Professional & Connect™ services that TargetSolutions (TSC) will provide directly to Colorado Special Districts Property and Liability Pool (CSDP&L Pool) Members through its TargetSolutions Enterprise™ online risk management platform.

Customized TargetSolutions Website for all CSDP&L Pool Fire/EMS District Members

Each member will receive a custom TargetSolutions site with Member's Name and Logo

Complete Learning Management System

TargetSolutions will provide a customized Online Training and Learning Management System to CSDP&L Pool and its Fire/EMS District Members, permitting them to manage employees on the system, track any type of training provided to an employee (instructor-led, online, conference, audio, paper-based, conference, etc.), assign any type of training to any employee or groups of employees, and report on that training by employee or by member.

Included offering:

- Ability to assign training, modify training, or remove training for any employee
- Reporting capabilities include all assigned training (complete, delinquent, and scheduled); active employees registered on TargetSolutions; Custom Activity reports, and ability to view and print out employee completion certificates.
- Ability to set global passing grade for courses completed
- Ability to track all training given to any employee at any time (regardless of training model used)
- Employee course evaluation system with online reporting
- "Ask a question" capability during training sessions
- Completion certificates for all online training courses completed
- Tools to add more organizational categories for reporting and delegation of data access
- Tools to modify settings for email messages
- Tools to set unique passing grades for each online training course
- Online training curriculum viewer
- Capability to set minimum time requirements for each online training course

Included Training Courses

Members will have access to TSC's online curriculum including:

- Access to TSC's complete list of NFPA 1500 OSHA, Driving, and HR courses
- Courses for CEU's (Including Fire & EMS/Emergency Response) will be at no additional cost.
- Course offerings will generally include, at a minimum, those listed in the Course Catalog for Fire/EMS dated 01/10/12

Custom Activities

Allows all CSDP&L Pool Member participants to build, schedule, deliver, & track any type of activity or document to their employees, such as:

- Policies/Procedures
- Inspections
- Hands-On Training
- Tool Box/Tailgate Talks

Custom Tests

TSC will provide each CSDP&L Pool Fire/EMS District Member the Custom Tests feature to enable the creation and delivery of secure web-based multiple choice exams that can be randomly generated with unlimited questions that can be in the queue with a set number asked to the employee.

Credentials Manager

TSC will provide to each Fire/EMS District Member their exclusive Credentials Manager™ allowing each Fire/EMS District Member and to track those employees required to complete certified professional training. This application will also allow the tracking of CSDP&L Pool instructor-led training & any additional license/certification that the employee may carry, and will include TSC's patented pinning feature. (i.e. EMS, driver's license, etc)

Event Manager

The events application lets the member administrators schedule upcoming events, including Web Connect™ online meetings, and manage event attendance (i.e. Board Meetings, Committee Meetings, Training Events, etc).

- Allow members to view the event detail and enroll
- Facilitates better planning by providing accurate headcount for attendees
- Streamlines event details for participants
- Maintains historical records of those present at the events

Resource Center

This exclusive feature gives each Fire/EMS District Member up to 5MB of storage in their customized website in order to store specific documents, trainings, & additional information that they would like to deliver to their employees.

Implementation and Ongoing Client Support

TargetSolutions will assign an Account Manager to serve as the CSDP&L Pool Members primary contact for any and all questions or issues related to TargetSolutions and will provide complete implementation to utilize the TargetSolutions platform as well as ongoing support. This will include the initial customization of the website, assessment of training needs, scheduling of selected training, and comprehensive training to use the TargetSolutions platform. TargetSolutions also provides Members with the following self-help resources:

- Toll-Free Support - 24/7 toll-free customer service for users requiring assistance to access and utilize TargetSolutions.
- Self-Help System - Extensive multi-media help system with detailed user manuals, video tutorials, and answers to frequent asked questions.
- Administrator Newsletter – Monthly *In the Loop* e-newsletter emailed to highlight new courses and program features, share success stories from other TargetSolutions clients, and provide answers to common issues facing TargetSolutions administrators.
- Webinar Training - Weekly webinar training sessions for TargetSolutions administrators as well as periodic webinars covering specific TargetSolutions features in more detail.

Community Resources

The Community Resources application contains videos and other files that have been shared by the nationwide TargetSolutions community of clients.

- Centralized location for storage and dissemination of the latest pool resources, including electronic documents, presentations, and videos
- Supports multiple file formats including Word, PPT, Excel, PDF, Flash Video, WMV, MP4, and other industry-standard video formats.
- Pool administrators and key Member contacts can search, download, rate, comment on, and even upload resources (i.e. policies, procedures, training materials, etc)

Member Resources

Each Member entity will be provided with a secure File Center to organize and store important documents and other resources. Features of Member Resources include:

- Targeted distribution of files and documents to groups of Pool Members (i.e. committee members)
- File sharing between Pool Administrator and Pool Members to facilitate collaboration
- Organization and maintenance of prior versions of working documents

Featured Contributors

The Featured Contributors application is a blogging tool that gives industry experts (chosen by TargetSolutions) a platform to publish blogs to the community. Each subject matter expert will submit their blog to a TargetSolutions administrator who will then update the blog via our content site. Contributors will have their picture and bio shown on various pages within the Featured Contributors application.

- Frequently updated blogs allow administrators and Member participants the ability to post comments and generate discussions on the contributor's topics
- Maintains historical blogs and comments for future reference
- Search blog topics by contributor name or by date

News and Information

The News and Information application contains relevant industry information accessible to all Connect users.

- Regular news updates provided by LexisNexis in a consistent and simple format
- Saves time by providing quick views of latest headlines and the first paragraph of each article
- Post comments on articles of interest
- Select news feeds to be delivered to your email

Reports

Reporting functionality gives Member administrator's the ability to quickly and easily generate summary reports.

- Customized Pool Requests
- Completed online training courses – Enterprise level from all members
- Exportable to Excel

Custom Dashboard

Each Fire/EMS District Administrator will be given access to TSC's customized dashboard view which includes a 'quick view' of:

- Courses/Assignments Currently Overdue
- Courses/Assignments Due in Under 30 Days
- Courses/Assignments Due in 30 – 60 Days
- Courses/Assignments Due in Over 60 Days

Implementation and Ongoing Client Support

TargetSolutions will include the initial customization of the website, comprehensive training to use the TargetSolutions platform, and templates to announce the online services to member employees. TargetSolutions also provides members with the following self-help resources:

- Toll-Free Support - 24/7 toll-free customer service for users requiring assistance to access and utilize TargetSolutions
- Self-Help System - Extensive multi-media help system with detailed user manuals, video tutorials, and answers to frequently asked questions
- Self-Registration Technology – Each Pool Member employee may simply log-in, register, and begin using the service with very little effort on behalf of the member organization

Exit Agreement

This Agreement describes the services and applications TargetSolutions will provide to each CSDP&L Pool participating Member of this program. Prior to Program access, payment must be received annually in advance of activation. Receipt of payment evidences your agreement to the terms and conditions herein. If participating Member leaves the Pool and/or non-renews its CSDP&L Pool membership, the current preferred pricing will no longer be available. However, should you elect to continue this Fire/EMS Program directly with TargetSolutions, then standard pricing for the same features and services as extended through the CSDP&L Pool would apply as follows:

- Full Time Personnel: \$109/person
- Part Time/Volunteers: \$89/person
- Set Up Fee: \$1,895/site

Fire/EMS Program Participation Agreement To be Signed by Participating Member District

TargetSolutions Fire/EMS Online Training Program & Connect Services

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- Customized TargetSolutions Website for all CSDP&L Pool Fire/EMS District Members
- Complete Learning Management System
- Included Training Courses
- Custom Activities
- Custom Tests
- Credentials Manager
- Event Manager
- Resource Center
- Implementation and Ongoing Client Support
- Community Resources
- Member Resources
- Featured Contributors
- News and Information
- Reports
- Custom Dashboard
- Implementation and Ongoing Client Support

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- Full Time Personnel: \$109/person
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- Set Up Fee: \$1,895/site

We encourage you to review the entire Agreement in its entirety at csdpool.com/targetsolutions. Signing this document, along with full payment in advance of Program access and activation evidences acceptance of the terms and conditions of the Member Participation Agreement.

Print Name

Signed By (Signature)

Participating Member District's Legal Name

Date