

US DIGITAL DESIGNS

US Digital Designs, Inc.
1835 E. Sixth St. Suite 27
Tempe, AZ 85281
602.687.1730
602-290-7892 fax

16 May 2019

Jeff Peter, Deputy Fire Chief
Director of Administration
Chula Vista Fire Department
276 Fourt Avenue, Building C
Chula Vista, CA 91910

Dear Chief Peter:

Chula Vista Fire Department (the "Department") is currently dispatched by the City of San Diego Fire Rescue 9-1-1. San Diego Fire Rescue uses the Phoenix G2 Fire Station Alerting System (the "System") to dispatch alerts to its dispatch agencies including the Department. The System uses its Communications Gateway to interface with the Dispatch's CAD system, and sends automated voice dispatches over radio channels to its dispatch agencies. In addition, the System can provide automated alerts to individual fire stations assigned to an alert, and provide the alert in stations through both visual and audio means. Transmission of alerts is done in milliseconds and has been proven to reduce response times. The Department has determined that utilizing the System at its fire stations is the best solution to meet the objectives of the Department and provide the most value to the community it serves.

US Digital Designs, Inc. is the sole manufacturer of the Phoenix G2 Fire Station Alerting system. All design, manufacturing, service and support originates from our Tempe, Arizona location. As the manufacturer, US Digital Designs is able to offer the lowest factory-direct pricing to the Department. No distributor of the Phoenix G2 System is able to provide pricing at a lower price. In addition, with the exception of certified installation companies authorized to perform "installation only" services, no other organization or entity is able or authorized to service and/or support our station alerting systems.

The System has several features that set it apart from other fire station alerting systems on the market, and will provide the Department with the most cost effective alerting system that will maximize dispatchers' and responders' situational awareness, improve response times, reduce personnel stress, and a reduce homeowner insurance rates. These features include:

- **Reliability:** The Communications Gateway (the server located in the dispatch center that interfaces with the City's CAD system) is a redundant hot-standby pair of servers running a custom Linux kernel with RAID 1 mirrored data disks, providing high availability. All unnecessary services, software, "bloatware" have been disabled, providing protection against security vulnerabilities, and requiring less memory to run applications. Basically, anything not needed is removed, and only necessary software is included. It is the same operating system platform used by Google server farms and Microsoft Cloud uses. This

results in the highest mission-critical stability available, allowing the System to regularly achieve 24/7 up time. Several G2 Systems have been in use for over 10 years with some servers achieving over 1200 days of up time.

Other system manufacturers' utilize Windows servers, often running multiple versions of Windows, with all software features included, requiring more memory and reboots for Windows updates.

- **FSA Mobile App:** USDD has developed the first and only smartphone/mobile station alerting app directly tied to the System, and sends simultaneous alerts, such as dispatch announcements, administrative alerts, IT support notifications and application update notifications, to personnel. The mobile alerts plays the same tones as those in the station, shows incident location using the device's built-in mapping capabilities and enables users to save notifications for future reference and search for previous notifications. USDD's app provides fire agencies with yet another dependable means of redundant notification for the best situational awareness and efficient response. The app is provided at no extra cost to all customers under warranty or under a Service Agreement with USDD. Similar commercial fire alert apps on the market cost approximately \$1,000 in license costs per user annually.
- **Automated Voice Alerts.** The Phoenix G2 Voice Alert uses the most advanced and accepted automated voice technology on the market that generates speech in a fraction of a second. The VoiceAlert interfaces with the CAD to provide a fully automated text-to-speech voice dispatch that can be delivered either digitally or through a voice radio system. The dispatch is made in a clear human-like voice, either male or female, and sent to individual stations simultaneously. The G2 VoiceEditor allows authorized personnel to edit the pronunciation of any word to be spoken by the system without USDD involvement or further cost to the customer. USDD will assist customers with adjustments that appear to be challenging. VoiceEditor also includes a feature to load a list of words or names that can be stepped through, played and marked for later adjustment speeding bulk changes if desired.
- **Gateway Radio Interface ("GaRI").** The G2 GaRI will interface with the Department's radio alerting system, to enable simultaneous automated VoiceAlerts to units without dispatcher intervention. The GaRI also allows the system to sense if the channel is busy and initiate transmission when the channel is free.
- **Power over Ethernet (POE) Infrastructure.** The G2 system uses a POE infrastructure that optimizes the most common and inexpensive CAT5e/CAT6 cabling, which minimizes the need for expensive additional UPS electrical circuits and related labor, and allows repurposing of existing cable infrastructure where available. Ultimately, this system cable infrastructure greatly reduces the labor and costs usually assumed with other station alerting systems.

- **Network Friendly.** The G2 system is designed to distribute quick alerting messages using low-bandwidth (our packet sizes are typically only 30-50kb), which optimizes the operation of legacy networks and other applications.
- **Interoperability.** The Phoenix G2 System is used by several nearby communities. The use of a common alerting platform will enable the Department to enter into Auto-Aid/Mutual Aid/Interoperability Agreements that will provide better service and protection to the communities served by the Department.
- **Web-Based Updating, Remote Configuration, Troubleshooting, and Support.** The G2 system is designed to interface with web browsers to facilitate updating, configuration and support. USDD and IT administrators can access the system remotely to configure and deploy software upgrades from any Web-enabled device, thereby reducing time and travel costs.
- **No Software Feature 'Up-Sales'.** All of the software features of the G2 system are built into every version of our software and are available immediately if and when they are needed. There are no extra costs for additional software if the system is expanded or upgraded.
- **G2 Peripherals – Module Design.** Each G2 Peripheral (i.e., message sign, sign remote, message remote, room remote, HDTV remote, illuminated speakers, color indicator remote, strobe light, I/O remote) connect to a centralized station controller via a single CAT cable for audio and Power over Ethernet (PoE) source, and will run off a battery backup during power failures. The G2 Peripherals can be configured for any condition or station layouts, enabling each station to phase in alerting system upgrades and additions at any time.
- **FCC and TUV Compliance.** The G2 System has undergone extensive safety testing and has passed FCC and TUV Rheinland (“TUV”) safety standards. The TUV is similar to UL standards, but is applicable to international electrical safety standards. After being bombarded with radio frequencies, microwaves, electrical voltage and electrostatic pulses, and prolonged testing of power supply circuitry, safety, and emissions, the System met the rigorous safety standards and its components are compliant FCC 15 Class A electronics and related European and International standards. This is very important to the public safety industry, as the System was found not to interfere with public safety telecommunications, and conversely public safety telecommunications does not adversely affect the System. The design and construction of critical components in the System make it virtually immune to damage from electrostatic “shocks.” The Phoenix G2 System is the only fire station alerting system on the market that has met these strict standards.
- **USA Made.** All products designed and manufactured by USDD are proudly 'Made in USA' compliant and serviced in the USA. All products are designed and manufactured at its Tempe, Arizona location. Likewise all service and support for the System is done from USDD's Tempe, Arizona headquarters. No outsourcing. USDD also takes great pride in using minority and women owned businesses in its manufacturing process and installation.

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Please let us know if we may answer any additional questions. Thank you for the opportunity to support your community.

Sincerely,

A handwritten signature in black ink that reads "Dominic Magnoni". The signature is written in a cursive style with a large initial 'D'.

Dominic Magnoni
Vice President
Phone: (602) 687-1730
Fax: (480) 290-7892
Email: dmagnoni@usdd.com