



Hampton Division of Fire and Rescue

Fire Administration

Office of the Fire Chief

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Mr. Kirkpatrick "Kapua" Conley
Sentara CarePlex
3000 Coliseum Drive
Hampton, Virginia 23666

Dear, Mr. Conley:

Partnerships are important to the Hampton Division of Fire and Rescue. It is through partnerships that organizations embrace diversity and strengthen customer service practices. One of the Division's most valuable partnerships is with Sentara and Sentara CarePlex Hospital because both organizations strive to provide excellent customer service, which exceeds customer expectations. As such, the Division is proposing yet another initiative to enhance the experiences of its customers and the community.

The use of mobile technology is ubiquitous in most modern societies. As one of the latest mobile applications available, **PulsePoint Respond** empowers everyday citizens to provide life-saving assistance to victims of sudden cardiac arrest. Not only will it notify citizens of the location of a cardiac arrest where their CPR skills may save a life, it also identifies the closest AED. As medical professionals, we understand that time is tissue. Any delay in CPR, defibrillation, and definitive care lessens the chance of survivability. This mobile platform increases the possibility of civic engagement in these cases and provides situational awareness to other incidents that may be of interest to the community.

In addition to the potential benefits of increasing community outreach and involvement, the application could also provide benefits to our organization with regard to early notification and awareness about incidents in our respective localities and during mutual aid responses. Although Hampton has an excellent response time to all locations within the city, every second counts. Currently, the cities of Chesapeake, Newport News, and Norfolk use the application, and James City County, York County, and Williamsburg are in the process of coming on board with **PulsePoint**. The more agencies that are able to share in this technology, the more our agencies can work together to make a difference.

The City of Hampton's Division of Fire and Rescue shares an excellent partnership with Sentara and Sentara CarePlex Hospital and staff. We train together, work together, and make a difference in the lives of those in the community every day. Because both organizations are always working to make the experiences of our customers better, I believe the **PulsePoint** would provide one more link in the chain that binds our collective dedication.

I sincerely appreciate your interest in assisting the Hampton Division of Fire and Rescue in this opportunity. I look forward to hearing from you!

Sincerely,

Jason Monk
Interim Fire Chief

Citizens First because WE CARE
Our mission is to provide excellent service which exceeds customer expectations

