FOR THE BOARD

What your department is being asked to approve

TurnoutFlow is the system a fire or EMS department runs its people on, from the first application to the incident report. It takes the paperwork off officers, trainers, and coordinators, tells them what needs doing next, and keeps one record of every member. Members keep it current from their phones. Built for volunteer departments first, and used by combination and career departments too.

One record, from application to incident report

RECRUIT
A mobile application and a pipeline that shows who owes the next move.

ONBOARD
Packets that chase their own unfinished items; officers sign off in person.

BELONG
Announcements with read receipts, referrals, milestones.

TRAIN
Self check-in at drill, hours that add up, skills an officer validates.

SCHEDULE
Duty slots with a minimum crew and positions; a task when a crew is short.

RESPOND
NERIS incident reports with the units and members on the call.

Plus checks and assets (failed checks become work orders) and a chief's dashboard with a monthly digest. The department turns on the areas it needs.

What changes for officers

- No sign-in sheets to transcribe; members check in with a code.
- Expiring certifications, overdue checks, and short crews surface on their own.
- The monthly report to the chief and board writes itself.

What changes for members

- Their schedule, hours, skills, and issued gear on their phone.
- They mark when they can cover and pick up open duty slots.
- Announcements reach their phone, and officers can see who has read them.

What setup asks of the department

Two files: the roster and the current application form, in any format. About two and a half hours of one person's time. Nobody types data in.

TOUCHPOINT	TIME
The walkthrough	30 min
Setup call: form and roster on screen	60 min
Review the application and recruiting page	15 min
Officer session, live and recorded	45 min

A typical fourteen days

Day 0	Walkthrough; written quote within one business day.
Day 1	Approval; department created, coordinator logs in.
Days 2–5	Setup call; form, stages, recruiting page for review.
Day 7	Application live; roster imported.
Day 10	Members invited; onboarding and checks live.
Day 14	Officer session; first drill self check-in.

The clock starts when the two files arrive. First chief's digest at the first month-end after go-live.

Where the quote fits. TurnoutFlow is quoted per department, on roster size, staffing model, call volume, and the areas you turn on, and your written quote comes with this page. Setup is its own line, apart from the subscription that renews. Monthly or annual; it renews until you cancel, you can cancel any time, and the department can request an export of its data. The quote is valid for 45 days.