

ZARSE PUBLIC SAFETY CONSULTING, LLC

Public Safety Technology Infrastructure Consulting

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COMPANY OVERVIEW

Zarse Public Safety Consulting provides technology infrastructure consulting exclusively for public safety agencies and the firms that serve them. Founded by a career fire service Battalion Chief with hands-on ownership of CAD, RMS, radio/interoperability, identity architecture, and dispatch operations technology, the firm brings a rare combination: deep operational fire service credibility paired with direct, executed experience delivering technology change inside a large, complex municipal department.

Available to support prime consulting firms as a subject-matter expert on public safety technology engagements, and open to direct engagements with fire departments and public safety agencies.

CORE COMPETENCIES

- CAD Systems — selection, RFP development, vendor evaluation, contract negotiation, implementation governance
- Records Management Systems (RMS) — platform transitions, regulatory/standards migration (NFIRS to NERIS), system administration, consolidation strategy
- P25 Radio & Interoperability — capability rollout, channel architecture, cross-bureau operational integration
- Identity & Access Management — role-based access architecture, HR/scheduling-system-driven provisioning, IAM governance for shift-based workforces
- Network & Cloud Infrastructure — ESInet/NG911 architecture, cloud-native CAD design, MDC/APN connectivity, failover and redundancy planning
- Vendor & Contract Management — scope remediation, licensing architecture for shift-based operations, reference validation, change-order negotiation
- Workforce Analytics — data-driven staffing models (queuing theory / Erlang C), KPI design against NFPA standards
- Training Program Development — curriculum design and direct delivery across dispatch and field operations

DIFFERENTIATORS

- Career fire service Battalion Chief with direct operational credibility — not a technology consultant translating fire service secondhand
- Track record of correctly translating 24-hour shift-based staffing structures to vendors and platforms built around standard enterprise assumptions, successfully negotiating licensing and architecture changes as a result
- Full lifecycle experience: RFP development through contract negotiation, implementation governance, training delivery, and system administration — not limited to a single phase of the technology lifecycle
- Experience serving as a secondary PSAP within NG911/ESInet architecture, and coordinating cross-agency technology efforts (joint fire/police CAD selection)
- Uses AI-augmented tooling to accelerate technical documentation and specification work, allowing rapid, high-quality deliverables without sacrificing the domain judgment and requirements ownership that only direct operational experience provides

REPRESENTATIVE EXPERIENCE

Multi-Agency CAD Selection & Implementation (DFR/DPD)

- Represented fire department on joint selection committee evaluating 6 CAD vendors; conducted independent multi-agency reference checks and negotiated additional contractual protections prior to vote
- Partnered with city attorneys to structure a contract protecting the department against vendor non-delivery; established implementation governance across three coordinating project managers

\$4.5M Fire Station Alerting System — Contract & Vendor Remediation

- Assumed vendor management on a 59-station, \$4.5M contract after award; renegotiated scope and equipment to correct a misaligned award, conducting on-site assessments at every station

- Restructured equipment allocation to deliver improved system capability within a fixed, unincreased budget

Identity & Access Management Architecture — Service Account Remediation

- Authored a full technical proposal replacing shared-password service accounts department-wide with a role-based, HR-system-integrated access model (Workday/TeleStaff-driven provisioning via Microsoft Entra ID)
- Produced both an operations-facing and IT/technical version of the proposal, demonstrating the ability to translate complex architecture for mixed audiences

NFIRS-to-NERIS RMS Transition

- Led department-wide training delivery and vendor coordination for a major regulatory reporting transition (ESO platform); redesigned system permission architecture to a role-based model
- Migrated a ~2,000-person roster via bulk data import, resolving data hygiene issues to ensure clean system-of-record integration

Tactical Dispatcher Program — P25 Capability Deployment

- Authored SOP and led cross-bureau training rollout activating dedicated tactical dispatch channels; coordinated citywide reprogramming of radios across 59 stations and integrated channel data into CAD

Data-Driven Dispatch Staffing Model

- Applied queuing theory (Erlang C) against NFPA response-time standards to redesign dispatcher staffing and break scheduling, building a self-service scheduling tool for field supervisors

Vendor Licensing Negotiation — Motorola Rapid Deploy

- Identified a licensing architecture mismatch between vendor's standard SaaS model and 24-hour shift-based staffing; negotiated additional no-cost licenses by presenting the operational case

NAICS CODES

541611 Administrative Management and General Management Consulting Services

541512 Computer Systems Design Services

541519 Other Computer Related Services

[Confirm final code selection prior to distribution]