City Council Memorandum

City of Arts & Innovation

TO: **HONORABLE MAYOR AND CITY COUNCIL**   **DATE: FEBRUARY 11, 2025**

FROM: **FIRE DEPARTMENT**   **WARDS: ALL**

SUBJECT: **MEASURE Z SUPPLEMENTAL APPROPRIATION REQUEST FOR THE PURCHASE OF A TABLET COMMAND INCIDENT MANAGEMENT SOFTWARE SYSTEM, THAT INCLUDES SUPPORTING INTEGRATION EQUIPMENT AND HARDWARE IN THE AMOUNT OF $668,299, FROM FOUR (4) VENDORS, AND AN ANNUAL APPROPRIATION FOR THE SECOND YEARS MAINTENANCE AND SUBSCRIPTIONS IN THE AMOUNT OF $223,014 FROM THREE CITY VENDORS, FOR AN ESTIMATED TOTAL OF $891,313.**

ISSUE:

Authorize a Supplemental Appropriation for the purchase of a Tablet Command Incident Management Software System, that includes Supporting Integration Equipment and Hardware in the amount of $668,299, from four (4) vendors, and an Annual Appropriation for future years of Maintenance and Subscriptions in the amount of $223,014, from three (3) vendors, for an estimated total of $891,313 from the Measure Z Fund Balance Account.

RECOMMENDATIONS:

That the City Council:

1. Approve the purchase of a Tablet Command Incident Management Software System in the amount of $97,250, and the second years Annual Subscription in the amount of $74,750 from Tablet Command, Inc. for a total of $172,000; and

2. Approve the purchase of the Motorola PremierOne Tablet Command Interface in the amount of $9,221, and the second years Annual Maintenance Fee in the amount of $3,394.25 from Motorola Solutions for a total of $12,615.25; and

3. Approve the purchase and installation of 55 Cradle Point Router Kits and 21 Panorama Dual Antenna Solutions in the amount of $429,288.99 and the first year's Annual Subscription renewal in the amount of $144,869.46 from Johnson Equipment Company for a total of $574,158.45; and

4. Approve the purchase of 71 Apple iPad Pro 13inch M4 512GB from Verizon through the NASPO Cooperative Master Agreement No. MA 152 Q1 2025 Price Sheet in the amount of $132,539.23; and

5. With at least five affirmative votes, authorize the Chief Financial Officer, or designee, to

record a Supplemental Appropriation in the amount of $891,313 in the Measure Z Fund, for the Fire Tablet Command Program expenditure account from available fund balance to purchase a Tablet Command Incident Management Software System, that includes Supporting Integration Equipment and Hardware, and future annual Maintenance and Subscription Services; and

6. Authorize the City Manager or designee to approve future annual Maintenance and Subscription renewal years, and to execute all documents necessary including making minor and non-substantive changes.

BACKGROUND:

The Riverside Fire Department (RFD) currently lacks a dedicated incident management software system, a critical gap that impedes its ability to effectively handle over 44,000 annual calls. The department's reliance on outdated methods introduces several challenges, including limited situational awareness, delayed resource deployment, reduced tactical efficiency, and compromised firefighter safety.

Following the Hawarden Incident, a comprehensive After-Action Review (AAR) involving all supporting agencies within the City of Riverside revealed operational deficiencies. Chief among these was the absence of real-time situational awareness for fire resources during the incident. Traditional methods such as paper maps, verbal communication, and manual resource tracking were heavily relied upon, requiring substantial effort to maintain operational coherence and ensure firefighter safety.

The review further highlighted that only select vehicles were equipped with devices capable of connecting to the Computer Aided Dispatch (CAD) system and mapping tools. This created a substantial disadvantage, particularly for Chief Officers arriving later to provide critical incident and logistical support. Without direct access to CAD information, these officers faced challenges in tracking resources and establishing effective command and control.

With the RFD responding to over 44,000 calls annually, and currently relies on outdated methods for incident command, hindering its ability to effectively and safely serve the community.

DISCUSSION:

Fire Service Organizations address real time communication challenges utilizing the Tablet Command software which presents a transformative opportunity for the City. Widely adopted, this platform enhances information sharing, provides real-time visibility of resources, and facilitates seamless collaboration between agencies. Many California fire departments have already embraced Tablet Command to improve safety and inter-agency coordination.

However, integrating Tablet Command within the Riverside Fire Department requires essential upgrades to its fleet's outdated internet hardware. The department's current Panasonic Tablets are incompatible with the software, necessitating a transition to iPads, along with new antennas and cradle points. These upgrades are critical to leveraging the full capabilities of Tablet Command and positioning the Riverside Fire Department to meet modern operational demands.

The Tablet Command Software removes limitations of traditional incident command management practices. The Tablet Command Software has been found by many agencies to improve situational awareness due to current reliance on paper maps and verbal communication, delayed resource implementation caused by manual tracking and dispatch, diminished tactical efficiency resulting from fragmented responses and inefficient resource utilization, and compromised firefighter safety stemming from manual tracking of personnel and equipment.

Tablet Command addresses these challenges by enhancing situational awareness through real-time mapping, resource tracking, and data visualization; accelerating response times to incidents by streamlining communication, automating task assignments, and optimizing resource allocation; improving tactical efficiency by enabling coordinated efforts, real-time data analysis, and predictive modeling; and enhancing firefighter safety by enabling real-time personnel tracking, automated check-ins, and emergency alerts. By investing in Tablet Command, the Riverside Fire Department can modernize operations, improve firefighter safety, enhance operational efficiency, and ultimately provide faster, more effective, and safer responses to emergencies, better serving the community.

To integrate the Riverside Fire Department fleet with modern technology, contemporary internet hardware and devices must be installed in vehicles to ensure optimal and reliable internet connectivity. Utilizing a cradle-point system and associated accessories, this setup will enable devices to connect seamlessly to multiple service providers, such as AT&T and Verizon, ensuring uninterrupted service even when gaps occur with one provider. Additionally, this system will support satellite connectivity, preparing the department for future advancements in internet technology and providing a critical backup when traditional cellular services are unavailable.

The fleet will also need to transition from the current Panasonic tablets to iPads, as Tablet Command is specifically designed for the iOS platform and is incompatible with Microsoft systems. This shift will require the installation of new mounting and charging systems to accommodate the iPads in all vehicles. The updated platform will address the deficiencies noted in the After-Action Report (AAR) and will be deployed across all fire department vehicles involved in incident response. This upgrade will enhance command and control capabilities and improve logistical support during emergency incident management and save on future replacements of the Panasonic Tablets.

To facilitate the implementation of the new software and its integration with the current Motorola CAD system, a custom integration will need to be developed and deployed. This integration will enable seamless data transmission between Motorola CAD and Tablet Command, ensuring that all critical and relevant incident information is provided in real time. By delivering the most current and up-to-date information as the emergency incident evolves, this integration will ensure that all personnel involved in the incident are equipped with the knowledge they need to respond effectively and efficiently.

All items address the deficiencies identified in the Hawarden After-Action-Review to improve command and control of emergency incidents.

Purchasing Resolution 24101, Section 602(p) "Acquisition of Goods", states "When approved by the Manager, the City requires Goods not subject to the bidding requirements of Section 1109 of the City Charter, which are of such a nature that suitable technical or performance specifications describing them are not readily available and cannot be developed in a timely manner to meet the needs of the City, in which case the Manager shall be authorized to negotiate with any Person or Persons for the Procurement thereof upon the price, terms and conditions deemed by the

Manager to be in the best interest of the City and in doing so may utilize Informal Procurement or Negotiated Procurement process".

Additionally, Purchasing Resolution No. 24101, Section 702(c) "Acquisition of Services", states "Exceptions. Competitive Procurement through the Informal Procurement and Formal Procurement process shall not be required: When the Procurement can only be obtained timely from a Sole Source and the Manager is satisfied that the best price, terms and conditions for the Procurement thereof have been negotiated."

The Purchasing Manager concurs that the recommendation actions are in compliance with Purchasing Resolution 24101, Section 602(p) and 702(c).

The Chief Innovation Officer also concurs with the recommended action.

STRATEGIC PLAN ALIGNMENT:

Items contributing to the Strategic Priority No. 2 Community Well-Being and Goal No. 2.6 - Strengthen community preparedness for emergencies to ensure effective response and recovery.

This project aligns with the Cross-Cutting Threads of the City's Strategic Plan as follows:

1. **Community Trust** – This project demonstrates Riverside's commitment to investing in public safety, reflecting the priorities established in the Measure Z Spending Plan.

2. **Equity –** The Fire Department is dedicated to delivering equitable fire and life safety services to all Riverside residents. This initiative will ensure that all fire firefighters are equipped to respond promptly to emergencies.

3. **Innovation** – The implementation of Tablet Command Incident Management Software will significantly enhance our department's operational efficiency and situational awareness during emergency responses. By providing real-time data access, facilitating streamlined communication channels, and optimizing resource management capabilities, Tablet Command empowers our firefighters to make faster, more informed decisions, ultimately improving response times and enhancing community safety

4. **Sustainability & Resiliency –** Tablet Command Incident Management Software improves our emergency response capabilities and facilitates efficient resource management. This empowers us to better mitigate the impacts of disasters, ensuring a quicker and more effective recovery for our community. This investment in technology contributes to a more sustainable and resilient future for both firefighters and the community we serve.

FISCAL IMPACT:

The total fiscal impact of this action is $891,313. This amount includes the Tablet Command Incident Management software for $97,250, and $571,049 for all necessary hardware upgrades, with an annual licensing of $223,014, which is included in the initial purchase of the Tablet Command Software. Upon Council approval a supplemental appropriation will be recorded in the Measure Z Fund, Fire Tablet Command Program expenditure accounts to be created at a later date. There are sufficient reserves available to cover the supplemental appropriation in the

Measure Z Fund to cover this expense. Staff will incorporate the annual software licensing in future budget allocations.

One Time Appropriation	Amount
Tablet Command	
Initial Integration	$97,250.00
1st year annual subscription	$74,750.00
Motorola PremierOne Tablet Command Interface	
Fees / Implementation / Installation	$9,221.00
1st year annual maintenance	$3,394.25
Johson Equipment Cradle Point Installation	
55 Modem / Antenna / Vehicle Installation	$429,288.99
1st year NetCloud subscription	$144,869.46
Verizon Tablets	
71 iPad Pros (includes tax)	$132,539.23
Subtotal One Time Appropriation	**$891,312.93**
Annual Appropriation for First Year and Future Years*	
Tablet Command Annual Subscription	
Annual Subscription Fee	$74,750.00
Motorola PremierOne Annual Maintenance	
Annual Maintenance Fee	$3,394.25
Cradle Point NetCloud Annual Subscription	
Annual Subscription Fee	$144,869.46
Total	**$223,013.71**

* First year subscription/maintenance of $223,014 included in total supplemental appropriation request of $891,313

Prepared by: Brian Guzzetta, Deputy Fire Chief
Approved by: Steve McKinster, Fire Chief
Certified as to
availability of funds: Kristie Thomas, Finance Director/ Assistant Chief Financial Officer
Approved by: Mike Futrell, City Manager
Approved as to form: Jack Liu, Interim City Attorney

Attachment:
1. Presentation
2. MZ Spending Plan