Measure Z Purchase -
Tablet Command Incident Management Software and Supporting Hardware and Software Integration Equipment

Fire Department

Budget Engagement Commission
February 13, 2025

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BACKGROUND

Findings from Hawarden Incident

Operational Deficiencies Identified in After-Action Review (AAR):
- Significant gaps in incident command capabilities.
  - Reduced Tactical Efficiency.
  - Compromised Fire Safety.

Key Issues:
- **Lack of Real-Time Awareness and situational awareness**:
  - Fire resources were tracked manually using paper maps and verbal communication.
  - Operational tracking and planning required significant effort.
- **Limited CAD Access**:
  - Only a few vehicles were equipped with devices connected to the Computer Aided Dispatch (CAD) system and mapping tools.
  - Chief Officers arriving later struggled to establish command and logistical support.

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BACKGROUND

Impact of Current Limitations

Strain on Command and Control:
- Situational overload on large-scale incidents and need to keep up with current and projected threats.

Equipment and Technology Gaps:
- Existing Panasonic Tablets are outdated and incompatible with modern software solutions.

Manual Resource Management:
- Reliance on traditional methods increases risks and reduces response effectiveness.

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DISCUSSION

Solution: Tablet Command Software

Overview:
- Real-time mapping and resource tracking.
- Streamlined communication and task assignment.
- Coordinated efforts with data visualization and predictive modeling.
- Widely used in the California Fire Service.

Key Benefits:
- **Enhanced Situational Awareness**: Real-time updates and resource visibility.
- **Accelerated Response**: Automated dispatch and optimized resource allocation.
- **Improved Safety**: Real-time personnel tracking and emergency alerts.

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DISCUSSION

Required Hardware and Software Upgrades

Internet Hardware:
- Cradle-point systems for seamless connectivity with all apparatus.
- Support for AT&T, Verizon, and satellite backup.

Device Transition:
- Panasonic Tablets to iPads for the Mobile Data Computer.
  - New mounts and charging systems for fleet-wide deployment.
  - Reduced hardware cost when transition is completed.

Custom Integration:
- Seamless data flow between Motorola CAD and Tablet Command.
- Real-time incident updates for all personnel.

Operational Impact:
- Ensures accurate, up-to-date information during emergencies.
- Supports efficient command and control across incidents.

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DISCUSSION

Addressing Hawarden AAR Deficiencies

Upgrades Address Key Challenges:
- Enhanced situational awareness.
- Improved command and control.
- Streamlined resource tracking and deployment.

Preparedness for Future Incidents:
- Modern technology and reliable connectivity ensure readiness.
- Improve Fire resource response.

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STRATEGIC PLAN ALIGNMENT

This item contributes to Strategic Priority Number 2: Community Well-Being and Goal 2.6 – Strengthen community preparedness for emergencies to ensure effective response and recovery.

Cross-Cutting Threads

- Community Trust
- Fiscal Responsibility
- Sustainability & Resiliency
- Equity
- Innovation

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MEASURE Z FUNDING REQUEST

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.

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RECOMMENDATION

Receive and file a report on a supplemental appropriation requested of the City Council at the Council meeting date of February 4, 2025, 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.

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