



City Council Memorandum

City of Arts & Innovation

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TO: HONORABLE MAYOR AND CITY COUNCIL DATE: DECEMBER 3, 2024

FROM: FIRE DEPARTMENT WARDS: ALL

SUBJECT: APPROVE A SOFTWARE LICENSE AGREEMENT WITH FIRSTWATCH SOLUTIONS, INC., OF CARLSBAD, CALIFORNIA, IN THE AMOUNT OF \$233,928 FOR THE REPLACEMENT OF END-OF-LIFE EMERGENCY RESPONSE DATA ANALYTIC SOFTWARE

ISSUE:

Approve a Software License Agreement with Firstwatch Solutions, Inc., of Carlsbad, California, in the amount of \$233,928 for the replacement of end-of-life emergency response data analytic software

RECOMMENDATIONS:

That the City Council:

1. Approve the Software License Agreement with Firstwatch Solutions, Inc., of Carlsbad, California, in the amount of \$233,928 for the replacement of end-of-life emergency response data analytic software, and
2. Authorize the City Manager or his designee to execute the Agreement with FirstWatch, including making minor and non-substantive changes.

BACKGROUND:

The Fire Department's current data analytics software tool, FireView, used to monitor emergency response performance, has been at end-of-life since 2019. Although FireView offers basic features for tracking response metrics, it lacks the ability to expand or integrate additional analytics. This limitation restricts the department's capacity to perform comprehensive emergency system modeling and incorporate data from the ambulance providers serving the City of Riverside. Upgrading to a more advanced system is crucial to improving operational efficiency and optimizing emergency response capabilities.

DISCUSSION:

FirstWatch is the current and contemporary data analytic tool that is used by fire department originations to accurately monitor response performance. The ability to monitor response

performance allows an organization to modify and improve response deployments to improve service to the community.

In addition to the response analytic tool, FirstWatch provides additional utilities that allow for the monitoring of ambulance services within the City of Riverside, Fire Operations and Accreditation Module, Interactive Data Visualizations, and Integration with Report Management System (RMS).

The total purchase price of FirstWatch, including maintenance and support for the first year, is \$233,928. Optional annual maintenance and support subscriptions are available for \$38,094 in Year 2, with a five percent (5%) increase each subsequent year, should the department wish to subscribe. Implementing FirstWatch will also require integrations with PremierOne CAD and ImageTrend, both of which are existing systems used by the Fire Department. These integrations will incur additional annual fees of approximately \$8,000 combined, but the costs are covered under the change order authority granted by City Council on May 21, 2024, as part of the Innovation & Technology Department's Annual Renewal of Services.

Purchasing Resolution No. 24101 Section 602 states, "Competitive Procurement through the Informal Procurement and Formal Procurement process shall not be required in any of the following circumstances:...(q) When the Procurement is for the renewal of maintenance, license(s), support, or a similar need for existing technology systems, including hardware, and the items procured are from the owner/developer of the software/hardware or from a sole source provider, and the Manager is satisfied that the best price, terms and conditions have been negotiated."

The Purchasing Manager concurs that the recommendations to authorize the purchases are in compliance with Purchasing Resolution 24101, Section 602(q).

The Chief Innovation Officer concurs with staff's recommendations and confirms that this item is in accordance with the City's technology standards, guidelines and policies.

STRATEGIC PLAN ALIGNMENT:

This item contributes to Strategic Priority No. 2 – *Community Well-Being* and Goal No. 2.6 – Strengthen community preparedness for emergencies to ensure effective response and recovery.

1. **Community Trust** – Funding has been approved to replace the outdated FireView with the FirstWatch, which will allow for improved data analytic software to provide accurate response analytics for all emergency incidents in all Wards.
2. **Equity** – Project outcomes will benefit the entire community by allowing the Riverside Fire Department to monitor and enhance services to all Wards.
3. **Fiscal Responsibility** – Moderating technology allows for the use of contemporary data analytics, giving the Fire Department the ability to improve the response and deployment of fire department resources analytically for all Wards.
4. **Innovation** – Project utilizes latest response data analytic tools to effectively evaluate response modules and monitor ambulance services within the City of Riverside.
5. **Sustainability & Resiliency** – Funding for FirstWatch will play a key role analyzing the Fire Department response times within the current and future requirements while allowing

the organization to monitor private ambulance services within the City of Riverside ensuring the effective emergency services are being provided to all Wards.

FISCAL IMPACT:

The total fiscal impact of the action is \$233,928, for FY 2024/25. FY 2024/25 and 2025/26 funds were budgeted with the adoption the FY 2024-2026 Biennial Budget and are available in the General Fund, Fire Operations, Software Purchase/Licensing account 3510000-425700. Appropriations for future fiscal years will be included in the Innovation & Technology Department’s budget submissions for those fiscal years to be presented to the City Council for approval.

	FY 24-25	FY 25-26	FY 26-27	FY 27-28	FY 28-29	Total
Initial Purchase & Support	\$233,928	-	-	-	-	\$233,928
Support & Maintenance	-	\$38,094	\$39,999	\$41,999	\$44,099	\$164,191
Total	\$233,928	\$38,094	\$39,999	\$41,999	\$44,099	\$398,119

Prepared by: Steve McKinster, 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: FirstWatch Agreement