



Administrative Report

H.7., File # 25-1212

Meeting Date: 9/16/2025

To: MAYOR AND CITY COUNCIL
From: PATRICK BUTLER, FIRE CHIEF

TITLE

APPROVE AN AGREEMENT WITH LOCALITY MEDIA, INC., DBA FIRST DUE, TO PROVIDE FIRE DEPARTMENT RECORDS MANAGEMENT SYSTEM SERVICES FOR A THREE-YEAR AMOUNT NOT TO EXCEED \$70,406 AND THE TERM AUGUST 16, 2025 TO AUGUST 15, 2028

EXECUTIVE SUMMARY

On August 16, 2022, the City Council approved an agreement with Locality Media, Inc. dba First Due (First Due) to provide a records management system (RMS) to collect mandated National Fire Incident Reporting System (NFIRS) data and to produce the Department's required reporting. The first amendment to the agreement was approved on September 3, 2024 which expanded services by adding three additional modules to the platform for City use. Approval of the proposed agreement would initiate a fresh three-year term with First Due to continue usage of the platform, inclusive of the modules added via the first amendment, for a total three-year not to exceed amount of \$70,405.54.

BACKGROUND

In 2022, the Redondo Beach Fire Department sought to replace its legacy RMS, Firehouse, which reached its functional end of life in January 2023. The Department completed a needs assessment and evaluated four vendors on their ability to meet the Fire Department's contemporary operational needs. First Due met all of the Fire Department's functional criteria by offering a modern, intuitive RMS platform that has been successfully adopted by similarly sized fire departments. The platform positioned the Department to maintain the highest level of service, while also optimizing data collection and reporting to improve operations.

In 2024, the first amendment to the agreement with First Due was approved, which provided three additional modules: pre-incident planning, hydrant management, and arson investigations. These modules are integrated into a centralized platform with a common, intuitive interface that supports critical Department functions. Fire Department research indicates that First Due is the only available platform that provides high-functioning modules across each of these areas. In addition, the transition to First Due has significantly improved the quality of incident data being collected for NFIRS reporting, which is critical for Department compliance.

First Due also provides an industry-leading tool for pre-incident planning that seamlessly pushes critical property information in real-time to fire personnel while responding to calls. This allows Fire Crews to access building layouts, diagrams of access and egress points, and information related to fire protection systems that are in place. Having access to this information while in route can save

critical time and allow Fire Department staff to quickly take action to clear the incidents they encounter.

Approving a new agreement with First Due will allow the Fire Department to continue to utilize the powerful tools that its platform provides. Staff have been very pleased with First Due's performance over the life of the initial agreement, and is requesting Council's approval of a sole source procurement that would forgo an updated, formal needs assessment. This will allow Fire Department staff to focus time and resources on its core operations and save the additional expenditure associated with data migration and reporting integrations that would be required to transition to a new platform. It will also allow for continuity of operations as negotiating terms of the new agreement have extended beyond the end date of the original Agreement. First Due has been actively working with the Fire Department to finalize the proposed agreement and has provided full access to its platform throughout the negotiating process.

COORDINATION

This item was coordinated with the City Attorney's Office and the Financial Services Department.

FISCAL IMPACT

Funding for the first year of the agreement is available through the Fire Department's FY 2025-26 Operating Budget. The cost for each year of service is as follows:

Year 1	\$22,333.24
Year 2	\$23,449.90
<u>Year 3</u>	<u>\$24,622.40</u>
Total	\$70,405.54

APPROVED BY:

Mike Witzansky, City Manager

ATTACHMENTS

- Agmt - Locality Media, Inc. dba First Due
- COI - Worker's Compensation
- COI - General Liability