INTEROFFICE MEMORANDUM

To: Melissa Marsh, City Manager
From: Greg Lelito, Fire Chief
Re: First Due
Date: 5/2/2025

The fire department subscribes to four separate software providers, which are set for renewal in July of this year. These programs manage our training, vehicle inventory, shift scheduling, emergency alerts, and business inspections. Our software systems are fragmented and outdated, resulting in inefficiencies, duplicated efforts, and delayed access to critical information.

Over the past six months, the department has conducted a thorough evaluation of modern software solutions to enhance operational efficiency. This process involved in-person meetings with four leading providers at the FDIC conference in Indianapolis.

Following this thorough review, First Due was the most effective solution. First Due is a cloud-based all-in-one software solution specifically designed for fire and EMS. Unlike other providers, First Due offers a fully integrated and user-friendly platform that consolidates all essential functions into a single system, streamlining departmental operations and enhancing our community outreach programs.

With the selection of the First Due, the department will add capabilities it lacked in the previous software. These new capabilities include Occupancy Management, pre-incident planning, hydrant management, and Community Connect, an online portal that allows residents and businesses to submit vital occupant and property information accessible to first responders during emergencies.

Nearly $11,000 has been allocated for legacy software in the 2025-2026 fiscal year budget. We respectfully request the City Council's approval of a yearly agreement for $16,800.00 with First Due, the sole source vendor, to provide enhanced software technology for the department. Additional funding will come from cost-saving measures in the 2025-2026 budget.