



Department Source: Fire

To: City Council

From: City Manager & Staff

Council Meeting Date: December 16, 2024

Re: Software Agreement with First Arriving, INC

Executive Summary

Fire is seeking approval for a new master services and service level agreement between the City of Columbia and First Arriving, INC.

Discussion

First Arriving, Inc. provides essential internal communication software specifically designed for the Fire Department. This software keeps fire crews, personnel, and visitors informed with real-time alerts, news updates, messaging, training materials, fire department system status, personalized dashboards, and automated call data tailored to each crew and station.

Additionally, the software equips crews with daily departmental communications and situational awareness during incident responses. Key features include real-time weather updates, traffic maps, emergency incident notes, known hazards, response time performance, and additional response and incident information. The dashboards enable our department to collect and share critical data effectively, ensuring that it reaches those who need it most. The system includes connections to Boone County Joint Communications and the Columbia Fire Department's records management system. By making data and information live and actionable, we enhance system performance, situation awareness, and unit utilization, allowing the department to better serve our community's needs.

The software's annual cost for one year is \$18,292, and the initial purchases of monitor installations for each fire station total approximately \$11,000. This amount was previously budgeted in Fire and does not require an additional appropriation.

Fiscal Impact

Short-Term Impact: \$30,000.00 (included in FY2025 budget) for the cost of software, station monitors, and wiring/installation.

Long-Term Impact: \$16,000 yearly maintenance fees.

Strategic & Comprehensive Plan Impact

[Strategic Plan Impacts:](#)

Primary Impact: Safe Community, Secondary Impact: Organizational Excellence, Tertiary Impact: Not Applicable

[Comprehensive Plan Impacts:](#)

Primary Impact: Livable & Sustainable Communities, Secondary Impact: Not applicable, Tertiary Impact: Not Applicable



City of Columbia

701 East Broadway, Columbia, Missouri 65201

Legislative History

Date	Action
N/A	N/A

Suggested Council Action

Staff recommends authorizing the City Manager to execute this agreement with First Arriving, INC.