



Department Source: Fire

To: City Council

From: City Manager & Staff

Council Meeting Date: April 21, 2025

Re: First Due Contract Amendment adding API connection from First Due to First Arriving

Executive Summary

Fire is seeking approval for a contract amendment to the existing Locality Media, Inc. dba First Due contract to add an Application Programming Interface (API) from First Due to First Arriving.

Discussion

First Arriving is the new software dashboard system purchased by Fire to increase communications, situational awareness and response times. An API that allows First Arriving to automatically receive information from First Due is crucial for several reasons, particularly in the context of emergency response and public safety operations:

1. **Real-Time Data Integration** – First Arriving is a digital dashboard and alerting platform used by fire departments, EMS, and public safety agencies, while First Due provides pre-incident planning, records management, and additional data and response information. An API connection ensures that critical data (e.g., building pre-plans, hydrant locations, response time performance, and hazard information) is instantly available on First Arriving's dashboard.
2. **Enhanced Situational Awareness** – By automatically pulling information from First Due, First Arriving can display relevant, up-to-date incident details, resource statuses, and risk assessments, allowing first responders to make informed decisions quickly.
3. **Reduced Manual Data Entry** – Automating the transfer of information eliminates the need for personnel to manually input or update data, reducing errors and freeing up time for more critical tasks.
4. **Seamless Communication Across Platforms** – Emergency response teams often use multiple software solutions. A direct API connection ensures interoperability, allowing First Arriving to serve as a centralized hub for displaying all relevant data without users needing to switch between multiple applications.
5. **Faster and More Efficient Responses** – With instant access to essential data such as property layouts, occupancy details, and known hazards, first responders can strategize and deploy resources more effectively, improving overall emergency response times.
6. **Improved Safety for First Responders** – Knowing critical scene details in advance helps first responders anticipate dangers and prepare accordingly, minimizing risks and enhancing operational safety.

In summary, the API link between First Due and First Arriving optimizes data flow, boosts operational efficiency, and improves emergency response effectiveness and safety.

Fiscal Impact

Short-Term Impact: \$920 first year cost, covered by existing funds per IT.

Long-Term Impact: \$1,008 ongoing cost subject to price increases allowed within the First Due contract.



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

Legislative History

Date	Action
7/18/2022	B195-22 SaaS agreement with Locality Media, Inc for the First Due records management system.
10/2/2023	B233-23 First amendment to SaaS agreement with Locality Media, Inc.
12/16/2024	R235-24 Master service agreement with First Arriving, LLC.

Suggested Council Action

Staff recommends authorizing the City Manager to execute this agreement with Locality Media, Inc. dba First Due.