



## **Administrative Services**

Meeting Date: 04/11/2023

### **E911 EMD Emergency Procurement**

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| <b>Department:</b> | 911 Emergency Services Department  |
| <b>Presenter:</b>  | Daniel R. Dunlap, 911 Director   |
| <b>Caption:</b>    | Receive as information the emergency procurement of the Emergency Medical Dispatch protocol system for the 911 Emergency Services Department in the amount of \$127,204.00 from Priority Dispatch Corp.  |
| <b>Background:</b> | <p>With the decision by the State of Georgia to award the Emergency Medical Systems (EMS) Ambulance Emergency Response Zone (ERZ) to Central EMS, the Augusta 911 Center is faced with an urgent need to begin processing 911 calls for ambulance requests by using the Emergency Medical Dispatch (EMD) protocol system. These protocols are a computer-based system to interrogate 911 callers regarding the medical emergency, prioritize the response level for the ambulance units to respond to these emergencies, and to allow the 911 call takers to provide life-saving instructions over the telephone prior to the arrival of responders. The previously assigned ERZ provider performed this function for the citizens of Richmond County and with their intention to terminate the month-to-month contract, the Augusta 911 Center must be prepared to provide the citizens and visitors the same level of expected services for 911 callers. With the City of Augusta losing an essential public service that will potentially causes a public health emergency, the urgency to obtain this equipment and software became evident.</p> |
| <b>Analysis:</b>   | <p>All current Augusta 911 Center personnel are EMD certified to handle emergency medical incidents over the telephone. While the 911 Center does have the capability to process 911 calls for medical needs in the short term - the capability is limited to printed instructions and questions to follow - which is an inefficient manner in which to handle emergency situations. The primary reason the 911 Center staff were trained and had the printed instructions to utilize was only in the event the previous ERZ entity was not able to answer a transferred 911 call or the need for the Augusta 911 Center to provide life-saving instructions in the event an issue was occurring at the ERZ entity dispatch enter.</p> <p>There was not a need for the City of Augusta to previously have this protocol software in place, as this function was provided by the previous ERZ agency. This emergency procurement involves the computer-based software, training,</p>  |

quality assurance and licensing to effectively and consistently provide a high-level of prehospital care for medical emergency incidents.

**Financial Impact:**

This purchase utilizes available 911 fund balance reserve funds that are restricted by the State of Georgia to only be used for certain instances. This purchase is consistent with a system enhancement program – thus it is an allowable expenditure. The overall cost for the program is \$127,204.00, as reflected in the quote for services.

**Alternatives:**

N/A

**Recommendation:**

Receive as information the emergency procurement of the Emergency Medical Dispatch protocol system for the 911 Emergency Services Department in the amount of \$127,204.00 from Priority Dispatch Corp.

**Funds are available in the following accounts:**

216000000-1111410 – 911 Fund Balance (to be distributed to various/specific operating accounts)

**REVIEWED AND APPROVED BY:**

N/A