



AUGUSTA 9-1-1 CENTER

Daniel R. Dunlap
Director

Sanita Cheatham
Assistant Director

MEMORANDUM

Date: March 22, 2023

To: Geri Sams, Procurement Director

From: Daniel R. Dunlap, 911 Director *D.R.D.*

Subject: Emergency Medical Dispatch Protocol Emergency Purchase Request

Please accept this memorandum as justification for the emergency purchase for Emergency Medical Dispatch (EMD) call taking protocol software and equipment suite to be utilized at the 911 Center.

With the impending assignment of Central EMS to begin as the state appointed EMS zone provider, the Augusta 911 Center will begin to receive and process emergency medical calls and dispatch ambulance resources. Timing is a concern, as it appears, the beginning of May will be the official launch for Central EMS in Augusta.

Best practices for emergency call handling involve a scripted protocol system for 911 personnel to follow, to consistently obtain information from individuals reporting emergency incidents. Additionally, scripted pre-arrival instructions allow the 911 staff to guide callers through potential lifesaving steps before responders arrive on the scene. Utilization of protocol systems provide established quality improvement procedures and reduces the exposure to liability.

This request is to purchase the Emergency Medical Dispatch (EMD) protocol system through Priority Dispatch. This product will provide the protocols and guidelines to ensure the 911 staff is asking the proper questions and providing the necessary pre-arrival instructions for a wide array of medical emergencies. Also, there is a quality assurance portion within the quote, which is necessary to provide positive reinforcement or corrective feedback to staff. This purchase includes protocol system, the software program, training courses for staff education, a quality assurance tool, quality assurance services and support and maintenance. Currently, the 911 Center maintains the flipchart protocol system through Priority Dispatch for EMD and all 911 staff are EMD certified. This product will integrate with our Computer Aided Dispatch (CAD) system on the same interface utilized with the Emergency Medical Dispatch (EMD) program, thus additional cost savings should be noted.

This purchase would provide standardization with our protocol systems; this is evident by the Augusta 911 Center's utilization of the Emergency Fire Dispatch protocol system to be recognized as an Accredited Center of Excellence (ACE) through Priority Dispatch.



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To utilize a separate vendor, we would be required to enter into an additional maintenance agreement, we would be utilizing an additional/different protocol structure from the current utilized vendor, we would incur costs for additional interfaces into our Computer Aided Dispatch (CAD) system, and all staff would need to be retrained and recertified on a different platform. Additionally, we were able to secure discounted pricing from the vendor due to our ACE status and current use of fire protocols.

We have enclosed the quote for the purchase - \$127,204.00. Funding is available in 911 fund balance and this purchase meets the allowable expenditure qualifications in O.C.G.A 46-5-134 for enhancing the 911 system.

Thank you for the assistance and consideration.