
City Council Regular Meeting

DEPARTMENT: Public Safety Communications

FROM: Paul Bradley, Director

MEETING: February 6, 2023

SUBJECT:

Consider approval of a five-year contract with Priority Dispatch Corporation for the sole source purchase of the Medical Priority Dispatch System in the amount not to exceed \$188,537. *(Staff Contact: Paul Bradley, Director of Public Safety Communications)*

SUMMARY:

The City will transition to Fire-based Emergency Medical Services in October 2023. In tandem with this transition, the Public Safety Communications Department will implement an Emergency Medical Dispatch (EMD) system. EMD establishes a standard for emergency dispatchers taking calls for a broad range of field and triage responses; emergency call takers utilize the protocol to quickly gather the right information, dispatch the right help and, when necessary, provide lifesaving support. There are various protocols available for EMD; options were thoroughly researched and staff has concluded that the solution offered by Priority Dispatch Corporation is the best fit for the City. Their system, which utilizes protocol from the International Academies of Emergency Dispatch (IAED), is used by leading organizations worldwide and is endorsed by the City's Medical Director, Joseph Cordova, M.D. Priority Dispatch Corporation provides licensing, training, implementation and maintenance of products and services, altogether the Medical Priority Dispatch System (MPDS). The system utilizes a protocol software, ProQA, which interfaces with the City's Computer-Aided Dispatch (CAD) system; the associated interface is provided by CentralSquare Technologies.

Priority Dispatch costs:

- Year 1: \$123,737 (all equipment; licensing and maintenance)
- Year 2: \$16,200 (licensing renewal and maintenance)
- Year 3: \$16,200 (licensing renewal and maintenance)
- Year 4: \$16,200 (licensing renewal and maintenance)
- Year 5: \$16,200 (licensing renewal and maintenance)

Budgeted costs:

Costs associated with Emergency Medical Dispatch protocol implementation were incorporated with the City's EMS services; expenditures are within budget. The budgeted five-year cost was \$234,500; the actual five-year cost is \$188,537. The difference between budgeted and actual costs provides contingency in the event of staffing changes and the potential need to train additional staff members. First year costs of \$123,737 will be covered by ARPA funds; recurring costs of \$16,200 per year will be funded through the IT Support Services fund. The City has an existing agreement with CentralSquare; that contract will be amended to add CAD interface costs of \$16,120 over five years. The purchase of the interface will be processed administratively, pending approval of the agreement with Priority Dispatch Corporation.

Timeline:

Priority Dispatch Corporation will deliver equipment and initiate the install of software in June 2023. System Administration training will take place in July 2023. Staff will begin EMD training in August 2023; Quality Assurance staff will receive training in September 2023. All Public Safety Communications staff will receive training prior to go-live. Staff must receive training and pass a test to become certified EMDs. Training and certification will be conducted as close to go-live as possible so that information learned may be quickly put into practice; this is the most efficient way for our staff to achieve success with the program.

OPTIONS:

- 1) Approve the contract with Priority Dispatch Corporation
- 2) Deny the contract with Priority Dispatch Corporation

RECOMMENDATION:

Approve the contract with Priority Dispatch Corporation as outlined

FISCAL IMPACT:

Budgeted: Yes

Fund Name: IT Support Services Fund

Fund Account: 504-1511-412.42-04

Amount: \$188,537

STAFF CONTACT:

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