



AGENDA MEMORANDUM

Future Item for the City Council Meeting of April 09, 2019
Action Item for the City Council Meeting of April 16, 2019

DATE: April 09, 2019

TO: Keith Selman, Interim City Manager

FROM: Mike Markle, Chief of Police
mikema@cctexas.com
886-2603

Kim Baker, Assistant Director of Financial Services
Kimb2@cctexas.com
826-3169

Emergency Medical and Police Priority Dispatch Call Center System Software

CAPTION:

Resolution authorizing a six-year service agreement for the purchase of emergency medical and police priority dispatch call center system software from Priority Dispatch Corp., of Salt Lake City, Utah for a total amount not to exceed \$396,260.

PURPOSE:

This software will provide a consistent and standardized method for dispatchers to process and collect vital information from the caller by obtaining the patient's status, choosing an appropriate dispatch level, and instructing the caller with medically approved protocols until the dispatched units arrive at the scene.

BACKGROUND AND FINDINGS:

The emergency medical and police priority dispatch call center system software will allow dispatchers to provide the nationally standardized National Academies of Emergency Dispatch protocols for both medical and law enforcement scenarios. Dispatchers will have standardized protocols to triage patients via the telephone by asking the caller key questions allowing the dispatcher to categorize the call either "minor" or "immediately life-threatening". Additionally, the dispatcher can continue to give instructions to the caller while assistance is in route effectively turning the caller into the "first responder" by giving them potentially life-saving instructions.

An interlocal agreement was approved by City Council on January 22, 2019 and County Commissioners on January 23, 2019. As a result, the City partnered with Nueces County to

fund this project. Nueces County provided \$146,671.59 in funding through a Homeland Security Grant, and the City will match with \$49,588.41 for the first year, available through the MetroCom FY2018-19 budget, and an additional \$200,000 for a 5-Year Maintenance Plan for years 2 through 6 which includes up to 20 additional EMD (Emergency Medical Dispatch) and EPD (Emergency Police Dispatch) certifications per year. The purchase of this software is a sole source purchase as it is only available from a single source.

ALTERNATIVES:

Not applicable

OTHER CONSIDERATIONS:

Not applicable

CONFORMITY TO CITY POLICY:

This purchase conforms to the City's purchasing policies and procedures and State statutes regulating procurement.

EMERGENCY / NON-EMERGENCY:

Non-emergency

DEPARTMENTAL CLEARANCES:

Police Department

FINANCIAL IMPACT:

Operating Revenue Capital Not applicable

Fiscal Year: 2018-2019	Current Year	Future Years	TOTALS
Line Item Budget	\$201,260.00	\$200,000.00	\$401,260.00
Encumbered / Expended Amount	\$2,572.45	\$0.00	\$2,572.45
This item	\$196,260.00	\$200,000.00	\$396,260.00
BALANCE	\$2,427.55	\$0.00	\$2,427.55

Fund(s): General Fund 1020-11800-151-530000; Police Grant 1061-823100F-151-530000

Comments: None

RECOMMENDATION:

Staff recommends approval of the resolution as presented.

LIST OF SUPPORTING DOCUMENTS:

Service Agreement 68227
 Price Sheet
 Interlocal Agreement with Nueces County