



Staff Reports

File #: 130-2021, **Version:** 1

To: Honorable Mayor and Members of City Council

From: Sylvia Moir, Interim Police Chief

Prepared By: Gus Ulloth, 9-1-1 Communications Manager

TITLE:

Medical Priority Dispatch Call Taking Software

RECOMMENDED ACTION:

Authorize the City Manager to execute an agreement with Medical Priority Consultants, Inc. DBA Priority Dispatch Corp in the amount of \$240,467 for software and services to implement the Emergency Medical and Emergency Fire Dispatch ProQA call taking protocol and software system, and in the amount of \$27,000 annually for licensing and maintenance.

DISCUSSION:

The 911 Dispatch Center in the Police Department provides contract emergency dispatch services to Napa County, American Canyon Fire Department and American Medical Response (AMR). The Dispatch Center has provided Emergency Medical Dispatch (EMD) service to the entire Napa County Community since 1990. For most of the three decades, the EMD protocols have been developed and maintained by Napa Fire Department and Dispatch Center staff.

Napa County Health and Human Services currently is conducting a Request For Proposal to provide 9-1-1 Emergency Advanced Life Support (ALS) Ambulance Transport Services starting January 1, 2022. In order to remain the Dispatch Center for the ALS transport provider, the Police/Fire Department Dispatch Center is required to upgrade its EMD program to a modern, state of the art system including a comprehensive Quality Assurance (QA) and Quality Improvement (QI) program. A modern QA/QI system is required by Napa County EMS for an EMD program to be approved.

ProQA from Priority Dispatch Corp delivers the required components to meet the requirements of Napa County. Priority Dispatch Corp invented Emergency Medical Dispatch over 40 years ago. ProQA software and the entire Priority Dispatch System are built around protocols created by the International Academy of Emergency Dispatch; the most studied, scientifically validated, updated, and dynamic protocols in the world. These protocols are used by 3,500 agencies in 46 countries and 24 languages worldwide. The ProQA system delivers the best and most up to date clinical guidance to certified call takers while they are taking medical and fire 911 calls; some guidance in the form of life saving instructions to the caller to help the patient/victim.

FINANCIAL IMPACTS:

The initial implementation costs have been allocated in non-recurring Police Department General Fund budget. Ongoing costs to maintain the system will split between benefited agencies (Napa Fire,

American Canyon Fire and the 911 ALS Ambulance Transport provider.)

CEQA:

The Police Chief has determined that the Recommended Action described in this Agenda Report is not subject to CEQA, pursuant to CEQA Guidelines Section 15060(c).

DOCUMENTS ATTACHED:

ATCH 1 - Implementation Agreement

ATCH 2 - End User License Agreement

ATCH 3 - Quote

ATCH 4 - Statement of Work

ATCH 5 - Medical Priority Dispatch System Overview

ATCH 6 - Fire Priority Dispatch System Overview

NOTIFICATION:

None