



BOARD OF SUPERVISORS
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Department Name: Fire Department
Department No.: 031
For Agenda Of: February 28, 2023
Placement: Administrative
Estimated Time:
Continued Item: No
If Yes, date from:
Vote Required: 4/5

TO: Board of Directors, Santa Barbara County Fire Protection District
FROM: Department Mark A. Hartwig, Fire Chief / Fire Warden 805-681-5500
Director(s)
Contact Info: Rob Heckman, Deputy Fire Chief, Administration 805-681-5501
SUBJECT: Agreement with Priority Dispatch Corporation for Medical Priority Dispatch System and Fire Priority Dispatch System Dispatch Software and Services

County Counsel Concurrence

As to form: Yes

Other Concurrence: Risk Management, Purchasing
As to form: Yes

Auditor-Controller Concurrence

As to form: Yes

Recommended Actions:

That the Board of Supervisors, acting as the Board of Directors of the Santa Barbara County Fire Protection District:

- a) Approve a five-year agreement (Attachment A) in the amount of \$609,183 with Priority Dispatch Corporation (PDC) for Medical Priority Dispatch System (MPDS) and Fire Priority Dispatch System (FPDS) dispatch software and services, as well as PDC's QPR quality improvement review services; and
- b) Approve Budget Revision Request #BJE-0008698 (Attachment B); and
- c) Determine that these activities are exempt from California Environmental Quality Act review per CEQA guidance Section 15378(b)(4) since the recommended actions are governmental fiscal activities that do not involve a commitment to any specific project which may result in a potentially significant physical impact on the environment.

Summary Text:

The Santa Barbara County Fire Protection District (Fire District) will provide regional medical-fire-rescue dispatch services upon commencement of operations of the Regional Fire Communications Center. A significant component of these dispatch services is the ability to query callers in a standard format, establish the seriousness of the problem presented (call prioritization), dispatch the nearest appropriate resources, provide support, and, often, life-saving instructions to the callers (pre-arrival

instructions). These actions are often referred to collectively as Emergency Medical Dispatch (EMD). Approval of the recommended actions will allow the Fire District to procure specialized dispatch software and related services from PDC, including quality improvement review.

Background:

PDC, a Utah Corporation, provides software, training, and services that standardize and enhance dispatcher actions when answering the phone and dispatching calls. PDC's Medical Priority Dispatch System (MPDS) is used widely and is an EMD industry standard providing a validated means for determining call priority and providing instructions to the caller. As required and approved by the Santa Barbara County EMS Agency, the Fire District intends to provide EMD using the MPDS for all callers for service across Santa Barbara County.

PDC also delivers the Fire Priority Dispatch System (FPDS), which provides services similar to the MPDS for all other risks such as fires, rescues, flooding, earthquakes, etc. FPDS is essential as there are many variations in caller input and response configurations for a wide variety of non-medical emergencies. The Fire District, likewise, intends to employ this system to provide consistent responses across the regional dispatch process.

Maintaining excellence of performance in these dispatch systems requires a quality assurance process. Within the systems, each dispatcher receives monthly performance feedback based upon a review of call recordings ensuring PDC criteria is followed. This review process assists dispatchers in maintaining/improving skills, provides managers with information on personnel and system performance, and reduces overall liability.

The Fire District has elected to utilize PDC's QPR call-review service. PDC staff conducts the call recording reviews using their performance standards and provides feedback to Fire District supervisory staff. This process reduces the workload on District personnel and provides managers with an unbiased view of dispatch performance.

Approval of the recommended actions will authorize the Board Chair to execute an agreement with PDC. This action will allow the Fire District to comply with the Santa Barbara County Local Emergency Medical System Agency (LEMSA) Policy 200, requiring all local EMD providers to use the most current version of the MPDS system provided by PDC.

This proposed software was presented to the Executive Information Technology Committee (EITC) in November of 2022 and was approved to move forward for approval from the County Board of Supervisors.

Performance Measure:

Contract performance will be measured by the quality of service shown in the objective call review and performance process provided by PDC. The Fire District intends to pursue accreditation with the International Academies of Emergency Dispatch (IAED), whose mission is to "advance and support the public-safety emergency telecommunications professional and ensure that citizens in need of emergency, health, and social services are matched safely, quickly, and effectively with the most appropriate resource."

Contract Renewals and Performance Outcomes:

This contract provides stable costs and performance for 4-years from the commencement of live services. There are provisions in the contract for renewing the contract upon mutual agreement.

Fiscal and Facilities Impacts:

Budgeted: No

This contract will require an initial one-time expenditure of \$241,746, payable in increments based on system installation and training milestones concluding in FY 2023-24. The one-time amount includes software licenses, system implementation services, system documentation, and training and certification of 25 dispatchers. The District is requesting to augment the FY 2022-23 budget to capture the first payment due of \$96,698.40 for the initial system assessment and implementation.

Commencing at go-live and for each of the following four (4) years, the Fire District will pay a fixed annual amount for software maintenance and upgrades and a variable amount for QPR call review. The varying amounts are based on estimates of call volume to be reviewed. Payments will be made on the actual call review volume determined when the dispatch center is in operation. Call review costs in this contract are offset by not using District staff to perform call reviews and administrative work.

The not to exceed total value of the contract is \$609,183.

Fiscal Analysis:

<u>Funding Source</u>	<u>FY 2022-23</u>	<u>FY 2023-24</u>	<u>Years 2-5</u>	<u>Total</u>
Fire Protection Services	\$ 96,698	\$ 30,218	\$ 97,903	\$ 224,820
Estimated RFCC Partner Agency Contributions*		\$ 90,655	\$ 293,709	\$ 384,363
Total	\$ 96,698	\$ 120,873	\$ 391,612	\$ 609,183
<u>Expenditures</u>				
Start-up & Operational Costs	\$ 96,698	\$ 120,873	\$ 391,612	\$ 609,183

** Actual partner agency costs will be based on actual call volume per agency.*

Key Contract Risks:

PDC is a stable and active corporation. Risks are minimal and manageable.

Special Instructions:

Please return a copy of the fully executed Agreement to Rob Heckman, Deputy Fire Chief, Administration.

Attachments:

- A. Priority Dispatch System Implementation Agreement
- B. Budget Revision #0008698

Authored by:

Rob Heckman, Deputy Fire Chief, Administration