



Board Agenda Item 41

DATE: March 1, 2016

TO: Board of Supervisors

SUBMITTED BY: David Pomaville, Director, Department of Public Health
Robert W. Bash, Director of Internal Services/Chief Information Officer

SUBJECT: Second Amendment to the Agreement with Priority Dispatch Corporation

RECOMMENDED ACTION(S):

- 1. Approve and authorize the Chairman to execute the Second Amendment to Agreement No. 14-103 with Priority Dispatch Corporation for purchase of additional software licenses and equipment, effective March 1, 2016 through March 24, 2019 (\$354,000).**
- 2. Adopt Budget Resolution increasing FY 2015-16 appropriations for the Department of Public Health Contingency Fines & Penalties Special Revenue Fund Org 1151 in the amount of \$285,332 (4/5 vote).**
- 3. Adopt Budget Resolution increasing FY 2015-16 appropriations and estimated revenues for Department of Public Health Org 5620 in the amount of \$285,332 (4/5 vote).**

The recommended actions will allow for additional emergency dispatch consoles, software licenses, and equipment to be added to the Fresno County Emergency Medical Services (EMS) Communications Center located at the Fresno County Hamilton Yard. In addition to the purchase and installation of six (6) emergency dispatch consoles and equipment, the Department of Public Health will be able to purchase the necessary and corrected number of software licenses and equipment in order to be in compliance with the Agreement funded with Department's Contingency Fines & Penalties Special Revenue Fund. The added consoles will allow for necessary growth of EMS dispatch operations due to increasing call volume, with no net County cost.

ALTERNATIVE ACTION(S):

Should the Board not approve the recommended action, the additional consoles would not be available for the necessary growth of EMS dispatch operations. EMS dispatch operations would continue with existing number of consoles, which could eventually incur delays in answering Emergency (9-1-1) telephone lines due to limited number of consoles for dispatchers to answer the calls.

FISCAL IMPACT:

There is no net County cost associated with the recommended action. The first recommended action increases the maximum cost of the Agreement by \$191,000 from the initial contract amount not the current contract amount as specified in Amendment I and includes: \$65,410 for a one-time purchase and updating of software licenses and dispatch interrogation card sets to account for 26 emergency dispatch consoles, which includes the

proposed six (6) new emergency dispatch consoles . The \$65,410 is included in the \$145,610 Software and licensing costs of the \$285,332 total amount to add the 6 consoles, as shown below. In addition, the first recommended action also increases the optional additional license / services fees amount by \$60,000 and increases the total annual maintenance and support fees for support of the software (\$65,590) over the entire term of the agreement.

The anticipated cost to add six (6) additional emergency dispatch consoles is \$285,332 and includes:

- Dispatch Consoles \$114,147
- Dispatch Software and Licensing \$145,610
- Computer equipment and monitors \$13,541
- Facilities: Additional Electrical Access \$12,034

The second recommended action will increase appropriations (as an Operating Transfer Out) in the amount of \$285,332 for FY 2015-16 Department of Public Health Contingency Fines & Penalties Special Revenue Fund Org 1151 by using available fund balance in the Public Health Special Revenue Fund 0080, Subclass 17351. The third recommended action will increase appropriations and estimated revenues, as an Operating Transfer In from the Contingency Fines & Penalties Org 1151, in the amount of \$285,332 for the Department of Public Health Org 5620 FY 2015-16 Adopted Budget. This will provide the funding for the purchase of six additional emergency dispatch consoles, dispatch software licenses, and other necessary equipment.

DISCUSSION:

The Fresno County EMS Communications Center (Center) is a regional emergency communications center that is responsible for receiving and processing all emergency medical requests in Fresno, Kings, and Madera Counties. In addition, the Center is responsible for fire department requests for nine (9) fire jurisdictions in Fresno County. In 2014, the EMS Communications Center dispatched ambulance and first responder resources to 194,331 medical incidents and dispatched fire agencies to over 15,200 fire incidents.

The additional six (6) emergency dispatch consoles are needed due to a significant increase in emergency calls for ambulance services. In previous years, the normal increase in ambulance requests fluctuated between 1 to 3%. In 2014, the EMS Communications Center realized an increase of 1.1% in ambulance requests, and in 2015, the increase in ambulance requests was at 6.6%. The increase, predominantly in Fresno County, has been attributed to more people using EMS and hospital emergency departments to access primary medical care services.

The number of emergency dispatch consoles in the EMS Communications Center is close to capacity of 17 consoles. The proposed six (6) consoles are needed to address the anticipated increase in ambulance requests based on the current trend for the next five years. With your Board's approval of the recommended actions, the Department will be able to make a one-time purchase and update of the number of dispatch interrogation software licenses and card sets to account for all of the emergency dispatch consoles at the Center, dispatch training site, and alternate (backup) dispatch site.

The cost for the additional dispatch consoles includes:

- cost of the emergency dispatch console;
- emergency dispatch computer equipment and monitors;
- additional software licensure; and,
- other dispatch interrogation tools and equipment.

Dispatch operations will expand into an adjacent training room at the EMS Communications Center. The training will be relocated to a modular building recently acquired from the County Agricultural Department located

adjacent to the EMS Communications Center.

Review of the current contract by the County and vendor revealed a couple of provisions in the contract that were inaccurate. The recommended amendment addresses these two items and brings the contract in compliance with the current usage:

- 1) It was discovered that although the dollar amounts listed in the agreement were correct, the number of licenses listed was incorrect; and,
- 2) the County utilized more licenses than had been purchased.

This amendment will correct the number of licenses previously purchased and used, and additionally allow for the purchase of additional licenses, maintenance, and support.

REFERENCE MATERIAL:

BAI #44, March 25, 2014 - Agt. No. 14-103

BAI #70, July 15, 2014 - First Amendment, Agt. No. 14-103

ATTACHMENTS INCLUDED AND/OR ON FILE:

On File with Clerk - Second Amendment to Agreement No. 14-103 with Priority Dispatch Corporation

On File with Clerk - Resolution (Org 1151)

On File with Clerk - Resolution (Org 5620)

CAO ANALYST:

Sonia De La Rosa