



AGENDA REPORT

TO: Edward D. Reiskin
City Administrator

FROM: Melinda Drayton
Interim Fire Chief

SUBJECT: Extension of Agreement with Medical
Priority Dispatch System

DATE: June 18, 2020

City Administrator Approval

Date: June 24, 2020

RECOMMENDATION

Staff Recommends City Council Approve A Resolution Authorizing An Amendment To Extend The City Of Oakland's Professional Services Agreement With Priority Dispatch For Continued Medical Priority Dispatch System (MPDS) Software Licenses, Triage Cards, And External Auditing Of The City Of Oakland's 911 Medical Dispatch Services, In An Amount Not To Exceed \$60,000.00 For The Period July 1, 2020 Through June 30th, 2021 With Two One-Year Options To Extend In An Amount Not To Exceed \$60,000.00 Each Year, For A Total Contract Amount Including The Possible Extension Periods, Not To Exceed \$180,000.00; And (2) Waiving The Competitive Request For Proposal (RFP) Process For The Proposed Agreement Extension.

EXECUTIVE SUMMARY

The Oakland Fire Department's Medical Services Division (MSD) seeks to extend the City's professional services contract with Priority Dispatch, LLC to continue to use its Medical Priority Dispatch System (MPDS) software licenses triage cards, and external auditing of the City of Oakland's 911 medical dispatch services.

Access to and use of the Medical Priority Dispatch System (MPDS) Software Licenses provides the Fire Dispatch Center (FDC) with the software and technology to operate a successful fire communications center.

City Council
June 30, 2020

Edward D. Reiskin, City Administrator
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BACKGROUND / LEGISLATIVE HISTORY

In 2015, the City Council passed Resolution No. 85636 C.M.S., which provided the authority for the City to award a contract to Priority Dispatch in an amount not to exceed one hundred fifty-seven thousand nine hundred ninety eight dollars and eighty cents (\$157,998) for a three year period from July 1, 2015 through June 30, 2018 with two one-year options to extend in an amount not to exceed fifty two thousand six hundred sixty-six dollars (\$52,666) each year, for a total contract amount including the possible extension periods, not to exceed two hundred sixty-three thousand three hundred twenty nine dollars (\$263,329), and waived of the City's Request for Proposals / Request for Qualifications process for the agreement.

Staff is requesting the City extend the professional services agreement with Priority Dispatch so they may continue providing Medical Priority Dispatch System (MPDS) Software licenses, triage Cards, and external auditing of the City of Oakland's 911 medical dispatch services.

ANALYSIS AND POLICY ALTERNATIVES

The Alameda County Emergency Medical Services (EMS) Agency requires any communications center that provides triage of medical 911 calls to use the MPDS a priority dispatching system. The City has contracted Priority Dispatch since 1995, because they are the proprietary vendor of the MPDS triaging system and all existing computer software contained within the Computer-Aided Dispatch (CAD) system is an MPDS product.

MPDS is used by over 3,500 agencies throughout the world. MPDS triages over 80 million calls and services over 70 million citizens throughout the world, servicing over 50 different countries. The volume of calls for service help to ensure that the call determinants, protocols and questioning are relevant and up to date. The protocols are tested daily with real time emergencies and are being updated and evaluated across the world for best practices. Lastly changing to any other method of triaging medical 911 calls would require extensive modifications to the Computer Aided Dispatch (CAD) system.

Staff Recommends City Council Waive The RFP/Q Process For This Contract Extension Because Changing To Any Other Method Of Triaging Medical 911 Calls Would Require Extensive Modifications To The Computer Aided Dispatch (Cad) System As Well As Extensive Training And Certifications For The Dispatchers. Additionally, Any Change In Dispatch Triaging Programs Would Result In The Loss Of Our Accredited Center Of Excellence (Ace) Standing; An InterFunding of the Medical Priority Dispatch program is an allowable use of Measure M funds. nationally Recognized Emergency Dispatch Accreditation.

FISCAL IMPACT

In 1997, the voters of Oakland approved ballot Measure M, The Emergency Medical Services Retention Act, authorizing the assessment of a new annual special tax on real estate parcels for the purpose of funding emergency medical services (Paramedic Program) in the City of Oakland.

PUBLIC OUTREACH / INTEREST

The residents and businesses of Oakland stand to benefit greatly from continued use of high-quality dispatch services.

COORDINATION

The Budget Bureau and the Office of the City Attorney were consulted in the preparation of this report.

SUSTAINABLE OPPORTUNITIES

Economic: There is no economic impact caused by the passage of this resolution.

Environmental: There is no environmental impact caused by the passage of this resolution.

Race and Social Equity: The effective use of the external auditing of the City of Oakland's 911 medical dispatch services will ensure that residents are receiving equitable emergency service delivery that is not based on zip code, income, race or other factors.

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ACTION REQUESTED OF THE CITY COUNCIL

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For questions regarding this report, please contact Fred Marubayashi, Acting Emergency Medical Services Division Manager, (510) 238-6088.

Respectfully submitted,



MELINDA DRAYTON
Interim Fire Chief

City Council
June 30, 2020