

Memorandum



DATE: September 9, 2016

TO: Honorable Members of the Public Safety Committee:
Adam Medrano (Chair), B. Adam McGough (Vice Chair), Sandy Greyson, Tiffinni A. Young,
Jennifer S. Gates, Philip T. Kingston

SUBJECT: **Enhanced Emergency Medical Dispatch**

On Monday, September 12, 2016, you will be briefed on the Enhanced Emergency Medical Dispatch by Assistant Chief Daniel Salazar of the Dallas Fire-Rescue Department.

The briefing materials are attached for your review.

Please contact me if you have any questions or need additional information.



Eric D. Campbell
Assistant City Manager

[Attachment]

cc: Honorable Mayor and Members of the City Council
A.C. Gonzalez, City Manager
Christopher D. Bowers, (I) City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
Daniel F. Solis, Administrative Judge
Ryan S. Evans, First Assistant City Manager

Jill A. Jordan, P.E., Assistant City Manager
Mark McDaniel, Assistant City Manager
Joey Zapata, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Sana Syed, Public Information Officer
Elsa Cantu, Assistant to the City Manager – Mayor & Council

Dallas Fire-Rescue Department

Enhanced Emergency Medical Dispatch

Public Safety Committee
September 12, 2016



Purpose

- Discuss Emergency Medical Dispatch Software and its components
- Update Public Safety Committee (PSC) regarding procurement efforts
- Discuss Implementation Program

Enhanced Emergency Dispatch Software

- **Emergency Medical Dispatch Software**

- Facilitates provision of medical instruction to 911 callers over the phone
- Standardizes instruction via use of scripted protocols
- Ensures a high level of caller engagement and customer service
- Medical instruction protocols are used globally with design intended to ensure the highest probability of successful outcome
- New software helps dispatch appropriate EMS resource based on call type

Enhanced Emergency Dispatch Software

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- A more robust Quality assurance program-911 Caller customer Service
- Medical protocols suggest dispatch of appropriate resources
- All medical emergencies received entail dispatch of resources
- High priority EMS calls (Heart attacks, shootings, stabbings) receive immediate dispatch of an Ambulance
- Reporting capabilities

Enhanced Emergency Dispatch Software

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- Lower priority EMS calls may be served by fire fleet units (Engines, Trucks, SUVs, Community Paramedics, etc.) staffed with highly trained paramedics
- New EMS deployment model will enhance DFR's capacity to provide medical service delivery in a more timely manner with the most appropriate resource
- Hot summer months result in high 911 call volume and new software will help address delayed response due to limited resources

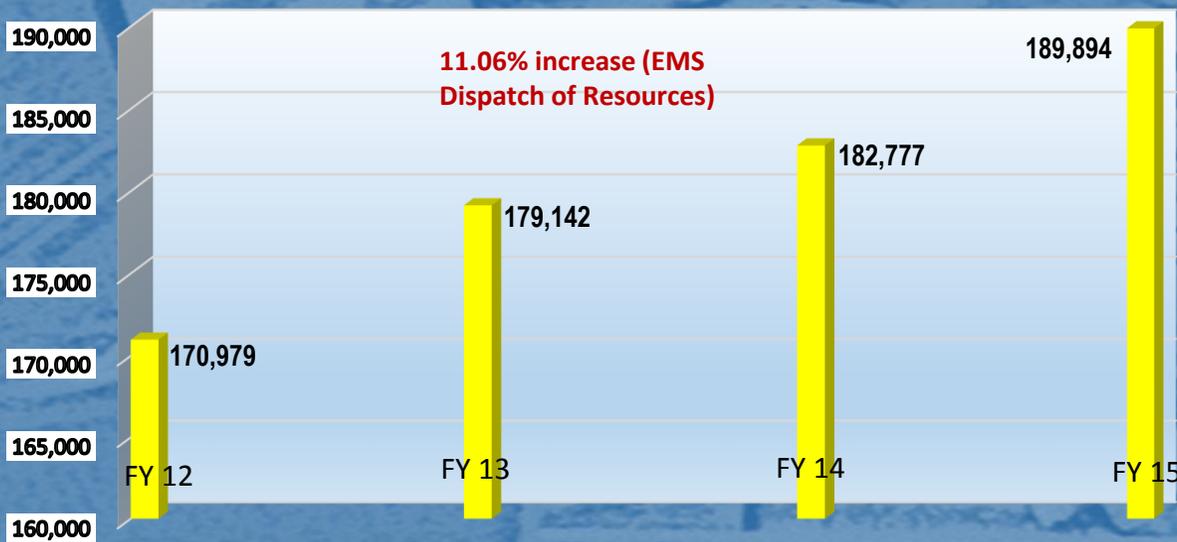
Enhanced Emergency Dispatch Software

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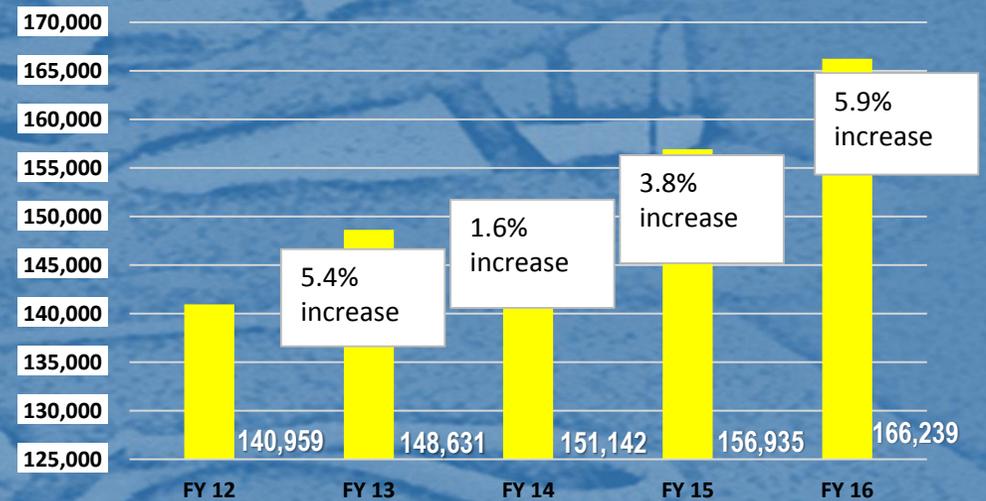
- 911 Call volume continues to strain EMS resources (Peak months-Summer)

- Local media headline: “Concerns about paramedic, ambulance shortages as 911 calls up in Dallas”

FY 12- FY 15 EMS 911 Calls w Dispatch of Resources



17.9% increase (EMS Dispatch of Resources) FY 12-FY 16 (1st 10 months of FY)



Software Procurement Efforts

- DFR engaged services of consultant Fitch and Associates (Fitch) to undertake a comprehensive study of DFR's EMS system and to assist with development of specifications to purchase EMS dispatch software (Sept. 24, 2014)
- Fitch conducted extensive study of DFR's and the COD 911 system. Work included focus group meetings, technology system and workflow design, and Computer Aided Dispatch historical data analysis to help develop specifications.
- DFR, Fitch, and COD Procurement have worked collaboratively on this project. DFR expects contract to purchase software will go to council for approval on September 28, 2016, Council Agenda.

Software Implementation Components

- Purchased software will entail extensive training with dispatchers and field personnel (roles and responsibilities)
- Quality assurance officers will be identified and trained
- A high level of engagement between DFR EMS/Dispatch, Software Vendor and other stakeholders will be required to chart implementation schedule
- DFR will undertake a public media campaign to educate public on the new EMS delivery model (i.e., Twitter, Facebook, City and DFR PIOs, local media, etc.)
- DFR anticipates “Go Live” with use of software during early summer 2017.

September 28, 2016 Council Agenda

Staff is seeking the support and recommendation from the Public Safety Committee to move the following upcoming agenda item forward to full Council for approval:

- Authorize an acquisition contract for the purchase of licenses and maintenance for an emergency dispatch software system
- Not to exceed \$258,906



Questions?