



# Administrative Report

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H.7., File # 25-0402

Meeting Date: 5/20/2025

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**To:** MAYOR AND CITY COUNCIL  
**From:** JOE HOFFMAN, CHIEF OF POLICE

## **TITLE**

APPROVE AN AGREEMENT WITH POWERPHONE, INC., DBA TOTAL RESPONSE, FOR THE PURCHASE AND IMPLEMENTATION OF EMERGENCY MEDICAL DISPATCH SOFTWARE FOR AN AMOUNT NOT TO EXCEED \$98,923 AND THE TERM MAY 20, 2025 THROUGH JUNE 30, 2027, USING FUNDS PROVIDED BY THE CALIFORNIA GOVERNOR'S OFFICE OF EMERGENCY SERVICES

## **EXECUTIVE SUMMARY**

Approval of this agreement with PowerPhone, Inc. (Total Response) will replace the existing agreement with Total Response for Emergency Medical Dispatching (EMD) software, ensuring the continued provision of mandated services, training, certification, and support for the Redondo Beach Police Department Communication Unit in carrying out EMD duties. These duties include providing enhanced medical assistance and pre-arrival instructions during medical emergencies. Additionally, Total Response offers expanded medical tools and advanced first responder technology designed to enhance emergency response and benefit the citizens of Redondo Beach during medical crises. The cost for this Agreement will be funded entirely through the Emergency Communications Fund and fully reimbursed by the California Governor's Office of Emergency Services (Cal-OES) using the balance of residual funds from the replacement of the City's 9-1-1 system equipment last year.

## **BACKGROUND**

In January 2024, City Council approved the purchase and implementation of the Total Response EMD system in the City's Communications Center. Since that time, Communications Dispatchers have utilized this program to provide telephonic medical assistance to thousands of residents and life-sustaining care to dozens more until paramedics arrived on-scene.

Prior to January 2024, the Redondo Beach Communications Center did not utilize EMD pre-arrival instructions for medical emergencies. The implementation of the Total Response EMD program made a significant impact and has enhanced life-saving efforts during a number of medical emergencies. The Los Angeles County Department of Health Services (LACDHS) now requires that all agencies offer pre-arrival instructions to callers when dispatching emergency medical services (EMS). The Total Response EMD system meets this requirement and ensures the highest level of care for individuals utilizing the 9-1-1 system in Redondo Beach.

The proposed Agreement will further meet the EMD mandate by equipping our dispatchers and paramedics with advanced tools to support the public during medical emergencies. It will also enable

real-time transmission of critical medical information to first responders through integration with the Computer Aided Dispatch (CAD) system. This crucial feature ensures that paramedics will arrive on-scene fully informed and prepared to provide the necessary medical care.

### **COORDINATION**

The Police Department coordinated with the Fire Department, Information Technology Department, and the City Attorney's Office to prepare the proposed Agreement.

### **FISCAL IMPACT**

The total cost of the three-year Agreement with Total Response is \$98,922.70. Funding for the agreement will initially be provided by the Emergency Communications Fund, then fully reimbursed by Cal-OES.

### **APPROVED BY:**

*Mike Witzansky, City Manager*

### **ATTACHMENTS**

- Agmt - PowerPhone Inc., dba Total Response
- Insurance - PowerPhone Inc., dba Total Response