



# Administrative Report

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H.7., File # 23-6560

Meeting Date: 1/23/2024

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

## **TITLE**

APPROVE AN AGREEMENT WITH POWERPHONE FOR EMERGENCY MEDICAL DISPATCH SOFTWARE FOR THE TERM JANUARY 23, 2024 THROUGH JANUARY 22, 2026, WITH AN OPTION TO RENEW FOR TWO ADDITIONAL YEARS, FOR A TOTAL NOT TO EXCEED AMOUNT OF \$41,404.30

## **EXECUTIVE SUMMARY**

The proposed Agreement with PowerPhone provides mandated services, training, certification, and support for the Redondo Beach Police Department Communications Unit to perform Emergency Medical Dispatch (EMD) duties, which include providing enhanced medical assistance and pre-arrival instructions during medical emergencies. Funding for implementing an EMD program was included in the Police Department's Fiscal Year 2023-24 operating budget.

## **BACKGROUND**

The PowerPhone EMD system will provide enhanced medical assistance from the City's Communications Center. EMD is performed by Communications Dispatchers through a process that allows them to quickly narrow down the type of medical emergency. With this knowledge, Dispatchers follow EMD recommendations for what resources to dispatch and provide scripted medical instructions to assist with patient care prior to the arrival of emergency services. If approved, the EMD program in the Redondo Beach Communications Center can be implemented as soon as February, 2024.

Historically, the Redondo Beach Communications Center has not performed EMD or provided pre-arrival instructions for medical emergencies. Initiating the PowerPhone EMD program has the potential to enhance life-saving efforts during medical emergencies. The Los Angeles County Department of Health Services currently mandates all agencies that dispatch Emergency Medical Services (EMS) to incorporate pre-arrival instructions for callers. EMD would satisfy that mandate and provide the highest level of care for individuals utilizing the 911 system in Redondo Beach.

The PowerPhone EMD system would also improve emergency resource usage by initiating response from the closest resource unit upon receipt of a 911 call, rather than deploying a single high-level response package for most medical emergencies. Dispatchers would then follow a nationally validated questioning process provided by the EMD program to tailor additional resources appropriate for the medical emergency. This process improves response times and uses emergency resources more efficiently by getting a resource on-scene faster and tailoring total response to the

individualized event.

Dispatchers are required to complete 24-hours of training and pass various examinations to obtain EMD certification, and must also complete a recertification every two years by completing 24-hours of continued training. PowerPhone EMD is evaluated by a Quality Assessment/Quality Improvement (QA/QI) program to confirm program outcomes. A Communications Supervisor, or a third-party, reviews emergency calls and confirms that dispatchers follow EMD protocol. Training content to improve EMD performance is authorized by a medical advisor that provides oversight of the program. Dr. Sam Stratton currently serves as the Medical Director for Emergency Medical Services and would provide EMD program oversight.

### **COORDINATION**

The Police Department coordinated with the Fire Department, Information Technology Department, and the City Attorney's Office to prepare the agreement. Implementation will be subject to the meet and confer process with represented employees, as it will represent a change in working conditions.

### **FISCAL IMPACT**

Funding was approved in the FY 2023-24 Police Department budget through the Emergency Communications Fund. Dispatchers performing the mandated EMD duties received a 10% increase in pay as part of their recently approved MOU as compensation for the additional responsibilities.

EMD Software, Licensing, Training, Certification:

Year 1 Implementation	\$ 21,991.00
Year 2 Renewal	\$ 6,471.10
Year 3 Renewal	\$ 6,471.10
<u>Year 4 Renewal</u>	<u>\$ 6,471.10</u>
Total:	\$ 41,404.30

### **APPROVED BY:**

*Mike Witzansky, City Manager*

### **ATTACHMENTS**

- Agmt - PowerPhone
- Insurance- PowerPhone