

## ACTION FORM BRYAN CITY COUNCIL

<b>DATE OF COUNCIL MEETING:</b> 5/27/2014		<b>DATE SUBMITTED:</b> 05/07/2014	
<b>DEPARTMENT OF ORIGIN:</b> Fire Department		<b>SUBMITTED BY:</b> Randy McGregor/ Bernie Acre	
<b>MEETING TYPE:</b>	<b>CLASSIFICATION:</b>	<b>ORDINANCE:</b>	<b>STRATEGIC INITIATIVE:</b>
<input type="checkbox"/> BCD	<input type="checkbox"/> PUBLIC HEARING	<input type="checkbox"/> 1ST READING	<input checked="" type="checkbox"/> PUBLIC SAFETY
<input type="checkbox"/> SPECIAL	<input checked="" type="checkbox"/> CONSENT	<input type="checkbox"/> 2ND READING	<input type="checkbox"/> SERVICE
<input checked="" type="checkbox"/> REGULAR	<input type="checkbox"/> STATUTORY		<input type="checkbox"/> ECONOMIC DEVELOP.
<input type="checkbox"/> WORKSHOP	<input type="checkbox"/> REGULAR		<input checked="" type="checkbox"/> INFRASTRUCTURE
			<input type="checkbox"/> QUALITY OF LIFE
<b>AGENDA ITEM DESCRIPTION:</b> Approval of the Public Safety dispatch software upgrade with Tiburon, Inc., in the amount of \$65,000, with the understanding that Brazos County will reimburse \$20,800 for their portion.			
<b>SUMMARY STATEMENT:</b> It is necessary for the City of Bryan to upgrade its Tiburon Computer Aided Dispatch (CAD) software from its existing version of 2.6 to version 2.8 in order to maintain support for Fire Emergency Management Services (EMS) protocols, ProQA.			
<p>ProQA is the Emergency Medical Dispatcher (EMD) system used by Brazos County 911 Dispatch. ProQA is based on the Medical Priority Dispatch System™ (MPDS) and the International Academies of Emergency Dispatch's protocols aligned with critical computer technologies. ProQA provides a standardized format of procedures for carrying out the practice of priority dispatching. It is an automated system which operates by evaluating incoming information according to logical rules built on expert medical knowledge. It assists emergency dispatchers through Case Entry and Key Questioning. It assists dispatchers in quickly identifying the appropriate Determinant Code for each case and clearly displays the response configuration specifically assigned to the code by local agency authorities. ProQA then guides dispatchers in providing all relevant Post-Dispatch and Pre-Arrival Instructions, as well as important case completion information. Brazos County 911 uses this system to interact with citizens, EMS staff, and potentially anyone who calls 911. These systems require regular maintenance and system updates to remain current and to limit the City of Bryan's liability.</p> <p>Tiburon CAD software is also used by the Brazos County 911 Dispatch Center to dispatch City resources to emergency calls, track response times, and record all related information about public safety calls for service. The system originally went live in May 2004 and is expected to last 10-15 years with regular hardware and software upgrades.</p> <p>This upgrade agreement with Tiburon is for a total of \$65,000. Brazos County will reimburse the City for \$20,800 of this amount. The Brazos County Commissioner's Court approved the expenditure of their portion (\$20,800, representing 32%) at their Commissioners Court meeting on Tuesday, May 6th, 2014. The remainder (\$44,200, representing 68%) will come from within the Fire Department's budget. The cost allocation is based on the volume of calls, split between the City of Bryan and Brazos County. This cost also includes the interface between Tiburon CAD and ProQA protocol software.</p> <p>In 2009, the City of Bryan City Council approved a Tiburon CAD upgrade in the amount of \$87,311.00 to go from CAD version 2.2 to 2.5. Subsequently, the City upgraded to version 2.6 in 2010.</p>			

**STAFF ANALYSIS AND RECOMMENDATION:**

ProQA is no longer developing/updating software that integrates with the version of Tiburon CAD we have in place (v2.6). In order to maintain updated emergency medical protocols, we must upgrade our CAD system. The City of Bryan ProQA version is no longer valid as of July 2014. We have been able to negotiate a prioritized fast track upgrade with Tiburon. If this purchase is approved, we plan on beginning the major upgrade the first week of June 2014.

With our options being limited, Staff respectfully requests that Council approve this upgrade expense so we can proceed with the upgrade and maintain compatibility with current medical standards and reduce future potential liability.

**OPTIONS (In Suggested Order of Staff Preference):**

1. Approve the agreement as recommended
2. Do not approve the agreement and provide Staff guidance.

**ATTACHMENTS:**

All items attached as a single pdf document:

1. Tiburon PSaaS Subscription Proposal
2. Master Support Agreement executed February 14, 2006

**FUNDING SOURCE:** General Fund – not budgeted

**APPROVALS:** sj 5/14/14

**APPROVED FOR SUBMITTAL: CITY MANAGER** Kean Register, 12May2014

**APPROVED FOR SUBMITTAL: CITY ATTORNEY** Janis K. Hampton, 05/19/2014