



**COUNTY OF SAN MATEO**  
Inter-Departmental Correspondence  
County Manager



**Date:** October 31, 2016  
**Board Meeting Date:** November 15, 2016  
**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Edward A. Wood, Public Safety Communications Director

**Subject:** Agreement with the City of Daly City for Public Safety Communications Services

**RECOMMENDATION:**

Adopt a resolution authorizing the President of the Board of Supervisors to execute the Agreement with the City of Daly City for Public Safety Communications services, from January 1, 2017 through December 31, 2021, for a total amount of \$7,088,000.

**BACKGROUND:**

In an effort to save money and improve services, the City of Daly City has taken steps to find alternatives to their sole source internal police dispatcher services. This began several years ago when they held a meeting and conducted data analysis to determine if opening a multi-agency local dispatch center was viable. Although that research did not show either a significant savings or a better level of service, it did not stop Daly City from looking for other options of finding a cost savings with similar service levels for their police communications.

Then, in early 2015, the City of Daly City requested a proposal from Public Safety Communications (PSC) to provide for their police communications services. On February 22, 2016, after several meetings between City and Police administrative staff and PSC management, the Daly City City Council held a study session and gave direction to the City Manager to bring forth more information for a future Council meeting regarding police communications services with PSC. On May 23, 2016, the Daly City City Council directed their Manager to negotiate an agreement for police communications services with the County, with the intent of having the agreement go into effect on or about January 1, 2017.

During the course of the negotiations, the City of Daly City Police Department experienced a sudden staffing shortage in their dispatch center. They requested assistance from PSC to help alleviate the shortage. As a result, an agreement was

reached for PSC to provide police communications services on a limited basis from July 17, 2016, until the implementation of the full contract on January 1, 2017 (see attachment).

It is worth noting that the Daly City Police Department was providing services with an FTE staff of 11 dispatchers. Through economies of scale and with adjustments within PSC, we are able to provide those services by adding only an additional 6 FTE dispatchers.

**DISCUSSION:**

Public Safety Communications provides emergency dispatch services, supervisory personnel 24 hours a day, seven days a week, management overhead, and public safety systems oversight and maintenance. The Agreement includes a small pro-rata share of services and supply costs and provisions for Public Safety Communications Dispatch Staff to participate in community public education, neighborhood meetings, crime prevention campaigns, and ride-alongs with assigned Daly City Police personnel.

The Base Fee in year one is \$1,250,000 and in year two it is \$1,350,000. In year three the base fee is \$1,475,000 in addition to a cost of living adjustment of \$29,000 for a year three total of \$1,479,000. In years 4 and 5, the base fee is \$1,475,000 in addition to a cost of living adjustment of \$29,500 for a total of \$1,504,500 each year. The total for the five year agreement is \$7,088,000

In addition to the base fee and cost of living increases, Daly City will pay the County \$50,000 the first year for costs associated with initial set up and technology start-up of dispatch services.

County Counsel has reviewed and approved the agreement and resolution as to legal form.

Approval of this agreement contributes to the Shared Vision 2025 community outcome of Healthy Communities by ensuring that efficient and prompt 911 communications services are rendered to the citizens and visitors of Daly City, 24 hours a day, seven days a week. The Daly City City Council approved this agreement and signed by the City Manager Pat Martel on October 31, 2016.

**FISCAL IMPACT:**

Under this agreement, total reimbursement is provided to the County in the amount of \$7,088,000 for services beginning January 1, 2017 through December 31, 2021.