



County of San Mateo

Inter-Departmental Correspondence

Department: PUBLIC SAFETY
COMMUNICATIONS
File #: 18-210

Board Meeting Date: 3/13/2018

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Daniel T. Belville, Public Safety Communications Director
Subject: Agreement between the City of East Palo Alto and the County of San Mateo for the provision of Communications Dispatch Services

RECOMMENDATION:

Adopt a resolution authorizing: the President of the Board of Supervisors to execute an agreement between the County of San Mateo and the City of East Palo Alto for public safety communications services commencing July 1, 2017 and expiring June 30, 2022, for an amount not to exceed \$4,728,985.

BACKGROUND:

The Office of Public Safety Communications has provided law enforcement communications under contract to the City of East Palo since 1987. The previous contract expired June 30, 2017. Public Safety Communications has continued to provide effective and efficient law enforcement communications services for the City of East Palo Alto since that time. This contract, with a five year term, will ensure that services remain uninterrupted

DISCUSSION:

Under this Agreement, PSC will provide communications/dispatch services and supervisory personnel to oversee shift operations, 24 hours a day, seven days a week. Also included is management overhead, public safety systems oversight and maintenance and a small pro rata share of service and supply costs. When staffing allows, PSC personnel will participate in community public education, neighborhood meetings, crime prevention campaigns, and ride-alongs with police officers.

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

Approval of this agreement contributes to the Shared Vision 2025 community outcome of Healthy Communities/ Safe Neighborhoods by ensuring that efficient and prompt 9-1-1 communications services are rendered to the citizens and visitors of East Palo Alto, 24 hours a day, seven days a week.

PERFORMANCE MEASURES:

Measure	FY 2016-17 Actual	FY 2017-18 Projected
9-1-1 calls received, answered within 10 seconds	91%	90%
Percent of high priority police, fire and medical calls dispatched within established time frames	73%	80%

FISCAL IMPACT:

Revenue from this Agreement is included within the Public Safety Communications FY 2017-18 and FY 2018-19 budget. The City will pay for services through the annual December and April property tax levy, which has been the historical method of payment. Revenue received will total \$4,728,985 over the five year contract. The Agreement also includes fee adjustments amortized over the term of the contract in order to adjust to current costs for services, and includes annual cost of living increases.