



County of San Mateo

Inter-Departmental Correspondence

Department: PUBLIC SAFETY
COMMUNICATIONS

File #: 18-669

Board Meeting Date: 8/7/2018

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Daniel T. Belville, Public Safety Communications Director
Subject: Agreement between the Town of Woodside 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 Town of Woodside for public safety communications services commencing July 1, 2018 and expiring June 30, 2021, for an amount not to exceed \$345,724.

BACKGROUND:

The Office of Public Safety Communications has provided law enforcement communications under contract to the Town of Woodside for many years. The previous contract expired June 30, 2018. Public Safety Communications has continued to provide effective and efficient law enforcement communications services for the Town of Woodside since that time. This contract, with a three 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.

A six percent (6%) annual adjustment has been factored in to each year of the term to offset escalating costs to Public Safety Communications including, but not limited to, increases to salaries and benefits. Stated fees are based on cost recovery to the County for services rendered, and will reimburse the County for a pro-rata share of staffing a 911 workstation in order to accommodate telephone and radio workload.

County Counsel has reviewed and approved the Agreement as to form. The Town of Woodside Town Council approved the Agreement at their June 12, 2018 meeting.

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 the Town of Woodside, any time of the day or night and every day of the year.

PERFORMANCE MEASURE:

Measure	FY 2016-17 Actual	FY 2017-18 Projected
9-1-1 calls received, answered within ten 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 2018-19 and will be included in the FY 2019-20 budget. Revenue received will total \$345,724 over the three 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.