



County of San Mateo

Inter-Departmental Correspondence

Department: PUBLIC SAFETY
COMMUNICATIONS
File #: 18-670

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 Portola Valley 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 Portola Valley for public safety communications dispatch services commencing July 1, 2018 and expiring June 30, 2021, for an amount not to exceed \$182,358.

BACKGROUND:

The Office of Public Safety Communications (PSC) has provided public safety law enforcement and emergency dispatch services to the Town of Portola Valley for many years. The most recent contract expired June 30, 2018. This Agreement, with a three year term, will ensure effective and efficient services will continue uninterrupted.

DISCUSSION:

Under this Agreement, PSC will provide communications and dispatch services and supervisory personnel to oversee shift operations 24 hours a day, seven days a week. As staffing allows, PSC personnel will participate in community public education, neighborhood meetings, crime prevention campaigns and ride-alongs with police officers. Administrative support in the form of management overhead, public safety systems oversight and maintenance and pro rata share of service and supplies are also included.

A nine percent (9%) annual adjustment will occur each year of the term to offset increasing costs including, but not limited 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 9-1-1 workstation in order to accommodate telephone and radio workload.

County Counsel has reviewed and approved the Agreement as to form. The Town Council of the

Town of Portola Valley approved the Agreement at their June 27, 2018 meeting.

Approval of this Agreement contributes to the Shared Vision 2025 community outcome of Healthy Communities/Safe Neighborhoods by ensuring that prompt, effective 9-1-1 communications services are rendered to the citizens and visitors of the Town of Portola Valley, 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 recommended budget and will be included in the FY 2019-20 budget. Revenue received will total \$182,358 over the three years of the term. The Agreement also includes annual fee adjustments distributed over the term to adjust for increases in cost.