



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** PUBLIC SAFETY  
COMMUNICATIONS  
**File #:** 19-890

Board Meeting Date: 9/17/2019

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**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors  
**From:** Daniel T. Belville, Director  
**Subject:** Agreement for 911 Communications Services for City of South San Francisco Fire Department

### **RECOMMENDATION:**

Adopt a resolution authorizing the President of the Board of Supervisors to execute an agreement with the City of South San Francisco for public safety communications services for the term of July 1, 2019 through June 30, 2022, in an amount not to exceed \$584,194.

### **BACKGROUND:**

The County of San Mateo and the City of South San Francisco ("City") have had an agreement for the provision of 911 communications/dispatch services for fire suppression and emergency medical services dispatching since 2004. The original contract was renewed in 2009 and renewed again in 2014, expiring on June 30, 2019. During this period, Public Safety Communications (PSC) has continued to provide fire and paramedic first response communications for the City without a break in service.

### **DISCUSSION:**

The City has the unique position of being the only city in the County to have exclusive operating rights for the provision of ambulance delivery. The Fire Department operates two ambulances within the City boundaries and is a participating member in the County's fire first response-paramedic program. As such, the City desires an exclusive communications agreement between the County and City due to their unique status within the County.

Under the terms and conditions of this agreement, PSC will dispatch all fire and EMS first responders on a full-time basis, 24 hour a day, seven days a week. In addition to communications/dispatch services, PSC will provide supervisory and management personnel, as well as provide public safety technology systems oversight and maintenance. This Agreement also includes a pro-rata share of services and supply costs as well as a nominal increase for operating costs, which is applied every other year during the term. Additional increases in the fee schedule are determined by negotiated

labor increases.

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

The South San Francisco City Council approved this agreement on May 8, 2019.

Approval of this agreement contributes to the Shared Vision 2025 community outcome of Safe Community by ensuring that efficient and prompt 9-1-1 communications services are rendered to the citizens and visitors of South San Francisco.

**PERFORMANCE MEASURE:**

<b>Measure</b>	<b>FY 2017-18 Actuals</b>	<b>FY 2018-19 Projected</b>
9-1-1 calls received, answered within 10 seconds	85%	90%
Percent of high priority police, fire, and medical calls dispatched within established time frames	70%	75%

**FISCAL IMPACT:**

Fees collected under this agreement are \$584,194 for the three years of service. There is no increase of Net County Cost during the term of this agreement.