INTERGOVERNMENTAL AGREEMENT WITH CITY OF LODI FOR THE PROVISION OF PROVIDING FIRE AND EMERGENCY MEDICAL DISPATCH SERVICES

RECOMMENDATION

It is recommended that the City Council adopt a resolution authorizing the City Manager to enter into an Intergovernmental Agreement between the City of Stockton and the City of Lodi for the provision of fire and emergency medical dispatch services through the City of Stockton (COS) Fire Department Emergency Communications Division (ECD), with new revenues generated from this agreement intended to be used for technology and equipment needs of the Stockton Fire Department ECD. It is further recommended that the City Manager take appropriate actions to carry out the purpose and intent of this resolution.

Summary

The recommended resolution describes the requirements for the City of Stockton to provide emergency dispatch services to the City of Lodi. The City of Lodi will compensate the City of Stockton for dispatch services beginning December 29, 2014, at a rate calculated annually for a phased-in, full-cost recovery formula. The estimated FY2014-15 revenue from the emergency dispatch services agreement is approximately $107,000. With full cost recovery rates beginning July 1, 2015, the estimated annual revenue amount will increase to $274,000, based on the estimated number of incidents that will be dispatched, and beginning in FY2015-16 the annual full-cost recovery rate will increase to $45.74 per incident. Thereafter, on July 1, 2016, the rates per call will be based on the Stockton Fire Department’s Emergency Communications Division current fiscal year budget divided by the total number of dispatch calls in the prior calendar year.

The City’s Information Technology Division will prepare and set-up the current City of Stockton Fire Department Emergency Communications Dispatch (ECD) system to provide such services. The City of Lodi will reimburse the City up to $15,000 for the associated set-up costs. There are no other additional costs to City of Stockton to provide fire and emergency medical dispatch services to the City of Lodi.

In an effort to provide funds in accordance with Management Partners’ recommendations, the new revenues generated from this agreement will be designated to the Technology and Equipment Replacement and Enhancement Plan to update the ECD.

DISCUSSION

Background

The City of Lodi contacted the Fire Chief in late December, 2013, to request informal contract
discussions for the provision of dispatch services from the City of Stockton (COS). There have been preliminary discussions between the City of Lodi’s Fire Chief, Larry Rooney, and the Stockton Fire Chief on the provision of emergency dispatch services since the beginning of 2013 when the Council authorized Management Partners to perform an Efficiency Study for the Stockton Fire Department Dispatch Services.

Over the past fifteen years COS ECD has continuously provided contract emergency dispatch services to the City of Manteca Fire Department. The COS ECD currently provides emergency dispatch services to the City of Manteca Fire Department and the Lathrop Manteca Fire District (LMFD) at a discounted per-call, cost recovery. Today, Lodi Fire Department is dispatched by the Lodi Police Communications Division. Therefore, the provision of emergency dispatch services to the City of Lodi is within the current practice of the COS ECD of providing contract services to other fire agencies.

The plan is to develop and improve work flow processes and technologies that are already in place to manage the increased service calls for the Lodi Fire Department (LFD). The Lodi Fire Department currently responds to approximately 6,000 service calls per year. The combined contract agency annual service calls are currently 7,700, the additional calls for the Lodi Fire Department 6,000 (approximately), bringing the total contract service calls to approximately 13,600. With the improved work flow processes and technologies being implemented at Stockton’s ECD, the added service calls are well within the current capacity of the ECD based on the National Fire Protection Association Standards for the Installation, Maintenance, and Use of Emergency Services Communications Systems NPFA 1221, section 7.4.1 “Ninety-five percent of alarms received on emergency lines shall be answered within 15 seconds and 99 percent of alarms shall be answered within 40 seconds”.

The COS ECD is staffed 24 hours a day with four dispatch personnel providing dispatch services for emergency medical, fire and other requests for services. The ECD performs minimal 9-1-1 emergency medical call taking services, which are otherwise performed by the Valley Regional Communication Center (VRCC) in accordance with San Joaquin County Emergency Medical Services Agency directions. Unlike other fire dispatch centers in the state handling medical calls, the call handling workloads for emergency medical services are split between ECD and VRCC. In essence, VRCC will receive the 9-1-1 emergency medical services phone call and then screen the call for level of severity before sending the medical request to ECD for dispatch to the closest fire unit. The call handling workload split provides increased capacity for ECD in handling additional calls for services, due to the decreased call handling requirements handled by VRCC. In addition, the COS Fire Department has begun implementing mobile data computer usage in all of the fire vehicles. This mobile technology allows the fire units to manage most incidents that they are dispatched to by utilizing the mobile computer to respond, arrive on the scene and go in-service from the call. This in-turn reduces radio traffic and dispatcher call handling efforts, thus increasing efficiencies and ECD call management capacities.

The City Council directed staff at the April 15, 2014, Council meeting to pursue regionalization of the fire dispatch services, having considered the Management Partners Dispatch Efficiency Study that reviewed various options for the Fire department. The study provided options of contracting out for services with other entities or regionalization of the dispatch center through the possible formation of a Joint Powers Authority. Staff has been working within the progressive labor/management model of including dispatch personnel in the processes for integrating new dispatch service contracts and call management delivery models.
Present Situation

Given the recent submittal of the Management Partners Report (Attachment A) and the top recommendations for developing operational and financial efficiencies through partnerships and regionalization efforts, this request from Lodi Fire Department is timely and viable in meeting the aforementioned efficiency recommendations.

The additional 6,000 (approximately) calls for services from Lodi Fire Department will not require any further COS staffing, equipment, training or essential services, based on the review of the National Fire Protection Association Standards for the Installation, Maintenance, and Use of Emergency Services Communications Systems NPFA 1221 section 7.4.1 relating to the capacity of the Dispatch Center with performance measures of 95% of alarms received on emergency lines shall be answered within 15 seconds and 99% of alarms shall be answered within 40 seconds. The ECD current performance from 2010 to November 2014 is: 8 seconds 95% of the time and 15 seconds 99% of the time.

Under the regional and standardized rate structure approved by the City Council in June, 2014, for the Lathrop Manteca Fire District Dispatch Contract, the City of Manteca Fire Department, City of Lodi Fire Department and Lathrop Manteca Fire District will have consistent rates beginning January, 2015, which are: increasing cost recovery rates beginning in January 2015, to approximately 78% or $35.74 of the current full cost recovery rate of $45.74 for all calls and then to 100% of the actual rate beginning July 1, 2015.

The Management Partners Report identified much needed technology and equipment upgrades, maintenance and replacement requirements for the Stockton ECD if the City maintained the Fire Dispatch Services. The replacement of Dispatch phones, radio consoles, recorders and software are at the end of service support life. The costs for such equipment replacement, as noted in the Report, are estimated to be in the range of $566,000-$870,000. In order to assist in funding the technology updates in the ECD, Staff proposes to review the replacement values of the dispatch equipment including recommended upgrades and expend the new revenues generated from this agreement to provide funding through the technology equipment internal service funds for the required maintenance, replacement and enhancement of the fire dispatch equipment and technology to keep and advance the existing operations of the ECD.

The Fire Department, in collaboration with department employees, have provided input on operational issues related to the implementation of this additional contract service through department staff meetings and department staff work groups formed to work with the City of Lodi employees and leadership.

Summary

- The City currently provides emergency dispatch services for two other fire agencies, City of Manteca Fire department and Lathrop-Manteca Fire District.
- The City of Lodi seeks the emergency dispatch services from the City of Stockton.
- The Management Partners Efficiency Study for Dispatch Services recommends the development of partnerships and regionalizing dispatch services to create operational and
The City of Stockton will receive a phased-in, full cost recovery for the emergency dispatch services provided to the City of Lodi Fire Department by July 1, 2015.

- The City of Stockton will implement improved work-flow and technologies already in place to increase the capacity and efficiency of the Stockton ECD.
- The City of Stockton will not incur an increase in cost of services or personnel to provide dispatch services to the City of Lodi Fire Department.
- The City of Stockton is fully capable of providing such services without impact to City services.
- Regardless of the Lodi Contract, the ECD Technology replacement needs include radio consoles, Dispatch telephones, recorders and software ranging in costs $566,000-$870,000

FINANCIAL SUMMARY

The financial aspects of a proposed agreement between the City of Lodi and COS:

| FY2012-13 COS Fire Department Calls for Services | 49,591 |
| FY2013-14 COS Cost for Dispatch Services | $2,268,496 |
| COS Cost per Call Full Cost Recovery | $45.74/call |
| FY2012-13 Lodi Calls for Services | 6,000 |

Estimated revenues and expenses associated with the City of Lodi Emergency Dispatch Services Agreement:

| FY2014-15 Estimated Net Revenue from City of Lodi | $107,000 |
| Based on 78% cost recovery rate beginning December 29, 2014 thru June 30, 2015 (approximately 3,000 calls) |
| FY2015-16 Estimated Net Revenue from City of Lodi | $274,000 |
| 100% cost recovery based on current ECD budget and number of dispatch calls in FY2012-13 |

Cost to Provide Services - IT Set-Up Cost FY2015 | $15,000 (To be reimbursed by LFD)

There are needed technology replacements and updating costs to the City of Stockton for the continuance of providing emergency dispatch services for the COS. Most of the costs of the ECD are generally fixed costs, regardless of how many incidents are dispatched or the number of agencies for whom the Fire Department provides dispatch services. The Emergency and Medical Dispatch Services Agreement with the City of Lodi, as detailed above, will provide a source of revenue to partially offset these fixed costs.

There are no additional costs to the COS to provide the City of Lodi emergency dispatch services beyond the technology replacements and updating described.
The Department is estimating that for the first two years of the agreement with the City of Lodi, new revenues generated from this agreement will be used to fund immediate technology and equipment needs of the ECD. For the first year, the revenues generated will be recorded to account 010-2660-342. Staff is developing plans to upgrade the equipment. Should purchases be made this fiscal year, these additional revenues will be used for that purpose and Council approval will be sought as necessary. For subsequent fiscal years, revenues and appropriations will be incorporated in the annual budget process for the Fire Department Emergency Communications Dispatch division and technology internal service funds.

Staff estimates that the cumulative revenues from all three dispatch contracts, Lodi, Manteca and Lathrop-Manteca, will assist in funding the technology updates and enhancements of the ECD.

Attachment A - Management Partners Dispatch Efficiency Study

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