

# Mayor and Council Communication

**DATE:** 04/23/24

**M&C FILE NUMBER:** M&C 24-0341

**LOG NAME:** 02FITCH 911 STUDY AND EMS IMPLEMENT

## **SUBJECT**

(ALL) Authorize Execution of Agreements with Fitch & Associates, LLC, with One in an Amount Up to \$140,000.00 for a 9-1-1 Call Center Study and the Second in an Amount Up to \$400,000.00 for Transition and Implementation Management Services for the Emergency Medical Services Study

---

## **RECOMMENDATION:**

It is recommended that the City Council:

1. Authorize execution of an agreement with Fitch & Associates, LLC in an amount up to \$140,000.00 for a 9-1-1 Call Center Study; and
2. Authorize a second agreement with Fitch & Associates, LLC in an amount up to \$400,000.00 for transition and implementation service associated with enacting the results of the emergency medical services comprehensive study.

---

## **DISCUSSION:**

The purpose of this Mayor and Council Communication (M&C) is to authorize actions related to Fitch & Associates, LLC (Fitch) providing professional services related to the City's efforts to enhance emergency services response.

### **Agreement for 9-1-1 Call Center Study**

Currently when a Fort Worth resident telephones for assistance, there are three different 9-1-1 call centers that may be involved depending on the nature of the emergency. The Police and Fire Departments each have a 9-1-1 call center as does the Metropolitan Area EMS Authority, d/b/a Medstar.

Depending on the specific situation a resident is calling about, they may end up having to speak to more than one call center and answer basic questions multiple times. Having multiple 'touches' and repetitious questions on an emergency call causes delays in situations where every second can make a difference.

The goal of the 9-1-1 study is to review the current call centers and identify ways to increase their interoperability in an effort to improve response times and get emergency responders on-site faster.

Based on the agreed scope of work, the anticipated cost of the study is \$140,000.00. Approval of this M&C will authorize execution of a professional services contract with Fitch for up to this amount.

### **Agreement for Implementation and Transition Services for EMS Study**

On October 31, 2023, the City Council approved an agreement with Fitch & Associates, LLC in an amount up to \$182,500.00 for an Emergency Medical Services comprehensive study. (M&C 23-0929)

Over the course of several months, Fitch has provided services related to the EMS study, including conferring with City staff, conducting research, participating in stakeholder meetings, and attending meetings of the City Council's Ad Hoc EMS Advisory Committee.

The study resulted in the presentation of various options for the delivery of EMS services. The EMS Committee is scheduled to meet to make its final recommendations on EMS system and governance-related items on April 30, 2024, which will then be forwarded to the entire City Council for consideration and action.

Implementation of whichever option is ultimately selected will take time and careful planning. The City Manager's Office is seeking authorization to enter into a professional services agreement with Fitch for the implementation of the study's findings and Council's resulting decision and the transitions related thereto.

Funding is budgeted in the Consultant & Other Prof Service account within the General Fund for the City Manager Department.

DIVERSITY AND INCLUSION (DVIN) - A Professional Service 252 Exemption Form was submitted for each of these services and approved by the City Attorney's Office. Therefore, the business equity goal requirement is not applicable.

AGREEMENT TERMS - Upon City Council approval, each agreement shall begin upon execution and expire upon completion and payment of all services.

ADMINISTRATIVE CHANGE ORDER: An administrative change order or increase may be made by the City Manager to either of both agreements up to the amount allowed by relevant law and the Fort Worth City Code and does not require specific City Council approval as long as

sufficient funds have been appropriated.

**FISCAL INFORMATION / CERTIFICATION:**

The Director of Finance certifies that upon approval of the recommendation, funds are available in the current operating budget, as appropriated, in the General Fund. Prior to an expenditure being incurred, the City Manager Department has the responsibility to validate the availability of funds.

**Submitted for City Manager's Office by:**    Valerie Washington    6192

**Originating Business Unit Head:**

**Additional Information Contact:**                      Taylor Paris                      6285

Expedited