

# Mayor and Council Communication

**DATE:** 05/20/25

**M&C FILE NUMBER:** M&C 25-0455

**LOG NAME:** 04PRIORITY DISPATCH EMS SOFTWARE APPS & CERTIFICATION TRAINING

## **SUBJECT**

(ALL) Authorize Execution of an Amendment to the Agreement with Medical Priority Consultants dba Priority Dispatch Corp. for ProQA Dispatch Software, Medical Transfer Protocol Suite, AI SkillLab, Case Review Products and Emergency Medical Dispatch Certification Training Course in an Amount Up to \$160,886.10 for the First Year and \$177,840.00 Annually for Years Two through Four, for the Fire Department through the Information Technology Solutions Department

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## **RECOMMENDATION:**

It is recommended that the City Council authorize execution of an Amendment to the Agreement with Medical Priority Consultants dba Priority Dispatch Corp. for ProQA Dispatch Software, Medical Transfer Protocol Suite, AI SkillLab, Case Review products and Emergency Medical Dispatch Certification Training Course to support the addition of MedStar, in an amount up to \$160,886.10 for the first year and \$177,840.00 annually for years two through four for the Fire Department through the Information Technology Solutions Department.

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## **DISCUSSION:**

Medical Priority Consultants dba Priority Dispatch Corp. (Priority Dispatch) Emergency Medical Services (EMS) dispatch, triage and training protocol software system and services are currently used by Metropolitan Area EMA Authority, d/b/a MedStar Mobile Healthcare (MedStar). This contract amendment is necessary to support the July 1, 2025, transition of MedStar Emergency Medical Services (EMS) to the Fire Department (FWFD).

MedStar previously held an agreement to receive goods and services from Priority Dispatch. This agreement has since been reassigned to the City of Fort Worth. This Mayor & Council Communication (M&C) is to request authorization to execute an Amendment to the Agreement with Priority Dispatch for the goods and services described below, in an amount up to \$160,886.10 for the first year and \$177,840.00 annually for years two through four.

**Artificial Intelligence (AI) SkillLab** is used for Emergency Medical Dispatchers (EMDs) maintain regulatory compliance and train new hires. This tool is an innovative training tool designed for new 911 call takers to practice the call-taking process in a controlled, risk-free environment. Trainees interact with an AI call taker to simulate real-world scenarios, create tickets, and practice providing pre-arrival instructions. This allows them to build confidence and refine their skills without the pressure or consequences of handling actual 911 calls from individuals experiencing life-threatening emergencies.

**ProQA Dispatch software** is integrated with the Computer Aided Dispatch (CAD) system and supports the 911 call taking process to determine which resources are to be sent Police Department, Advanced Life Support or Basic Life Support Ambulance, or FWFD and to triage requests as they come in. It is also used to provide initial lifesaving steps for the caller while they await the arrival of the responding units. This product is mission critical and if replaced, it would disrupt ambulance operations.

**Medical Transfer Protocol Suite (MTPS)** is the interfacility transfer protocol that is used when hospitals or other medical facilities call to request non-emergent transport of a patient. This protocol allows us to identify calls that do not require an immediate response, thus preserving units for time sensitive calls.

**The Emergency Medical Dispatch (EMD) Certification Course** is a critical training program provided to all 911 call takers. This course equips trainees with the skills to effectively use the emergency medical dispatch system, including ProQA, and master the precise language needed to solicit essential information, provide lifesaving interventions, and identify safety-sensitive details that protect first responders. The training, triage, and dispatch protocols adhere to a national standard used by agencies to manage emergency systems.

**Aqua and Q Plus Expert Case Review and Reporting Software** integrate with ProQA to streamline quality assurance (QA) through case reviews and report generation. These tools help identify areas for improvement, provide tailored training recommendations, and support data analysis to maintain high standards in emergency dispatch. These enhance the quality and accuracy of dispatch operations for continuous improvement by offering feedback, mentoring, and policy development.

These services are vital for ensuring FWFD EMS provides fast, effective, and high-quality care to the community. Timely, well-trained responses to medical emergencies save lives, reduce trauma, and improve patient outcomes, significantly contributing to public health and safety. Furthermore, FWFD EMS is dedicated to compliance with state and federal standards. These training and operational services are essential for maintaining accreditation, reducing potential liabilities, and ensuring FWFD EMS operates efficiently and effectively.

A Chapter 252 Exemption was reviewed and approved by the Law Department for Priority Dispatch for exemption from the competitive bidding requirements as provided for under Section 252.022(4) of the Texas Local Government Code.

DVIN: This project was approved for a waiver per the Chapter 252 exemption, as a sole source by the Legal Department. Therefore, the business

equity goal requirement is not applicable.

Upon adoption of the Fiscal Year 2025 operating budget for Emergency Medical Services, funding will be available in the Emergency Medical Services Fund for the Fire Department.

AGREEMENT TERMS: Upon City Council approval, this agreement shall begin upon execution of the renewal and expire one (1) year from that date.

RENEWAL OPTIONS: The agreement may be renewed for four (4) additional one-year periods. This action does not require specific City Council approval provided that the City Council has appropriated sufficient funds to satisfy the City's obligations during the renewal term.

ADMINISTRATIVE CHANGE ORDER: An administrative change order or increase may be made by the City Manager 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.

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**FISCAL INFORMATION / CERTIFICATION:**

The Director of Finance certifies that upon approval of the recommendation and adoption of the Fiscal Year 2025 Budget for Emergency Medical Services by the City Council, funds will be available in the current operating budget, as appropriated, in the Emergency Medical Services Fund. Prior to an expenditure being incurred, the Fire Department has the responsibility to validate the availability of funds.

**Submitted for City Manager's Office by:** Dianna Giordano

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