AURORA POLICE DEPARTMENT
TELECOMMUNICATIONS DIVISION
INTEROFFICE CORRESPONDENCE

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TO: City of Aurora Finance Committee

FROM: Curtis Nekovar
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SUBJECT: Emergency Medical Dispatch Protocol Options

With the implementation of a new CAD system on the horizon, in early 2017 we examined our options for an electronic protocol system that would interface with the new Hexagon CAD system.

The Illinois Department of Public Health, through Illinois Compiled Statute 515.710 - Emergency Medical Dispatcher, approves protocol vendors who must meet or exceed the national curriculum of the United States Department of Transportation for EMS Dispatchers or its equivalent. The three approved vendors in Illinois are APCO, PowerPhone, and Priority Dispatch. We were already utilizing hard card copies of APCO's EMD protocols, so they were contacted for a quote and demonstration of their system. We also contacted PowerPhone for a quote and demonstration of their system. We opted to not contact Priority Dispatch due to historical experience in their pricing not being close at all to APCO and PowerPhone, and their lack of flexibility in honoring EMD certifications from protocol vendors other than themselves. As the 9-1-1 management staff, we sat through the demonstrations, and then had many subsequent phone calls and emails between the vendors in order to gather all of the necessary information needed to assist in the decision making process.

It was the collective decision of the management group to proceed with PowerPhone for our electronic protocol system. While the quotes themselves were fairly close, the ability to transition all of the training online through PowerPhone as opposed to classroom training through APCO was one of the greatest benefits. In addition, PowerPhone is a sole source vendor as opposed to the third party solution that APCO was offering. PowerPhone would assign an Implementation Manager upon signing of the contract that would serve as our operational and technical resource leading up to, during and after our project goes live. This included onsite time for the training and system configuration. APCO did not offer such an implementation process, and onsite support came at an additional fee.

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