



AURORA POLICE DEPARTMENT TELECOMMUNICATIONS DIVISION INTEROFFICE CORRESPONDENCE

DATE: August 1, 2018
TO: City of Aurora Finance Committee
FROM: Director Curtis Nekovar
VIA: Legistar
SUBJECT: Emergency Medical Dispatch Protocol Software

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 CAD system. We sat through demonstrations of protocol software by two of the three “approved” protocol vendors in the State of Illinois, and had many subsequent phone calls and emails between those vendors in order to gather all of the necessary information needed to assist in the decision making process.

Both vendors offered not only protocols for Emergency Medical calls, but also protocols for Police and Fire calls for service included in their software packages. Both also offered a Quality Assurance tool for the reviewing of, and scoring of completed calls for service. The software would be used by Telecommunicators for scripted pre-arrival questions and directions with “hard card” and/or electronic copies on hand for use in case of software and/or computer equipment malfunctions.

The following breaks down the quotes that were received in 2017, as well as updated quotes recently received due to the expiration dates on the original quotes:

APCO:

The initial quote was for their “9-1-1 Adviser” software which included Medical, Police and Fire protocol software and Quality Assurance software modules with a total package price of **\$72,450.00**. That price did not include an onsite training option which was separately quoted at **\$6,500.00**. Their third-party vendor, Smart Horizons, provided system requirements. Installation was done remotely, but could be done onsite for an additional cost. As a back-up to loss of system, they offered hard cards containing their protocols. They also had an established relationships with Hexagon/Intergraph with an interface already built and in use.

In early July we received an updated quote for what was now their “Intellicomm” software which offered all of the same features as their “9-1-1 Adviser”, just under a new product name and vendor. The total package price came to **\$110,000.00** and still did not include an onsite training option. They offered the onsite training at **\$3,500.00** per day with a maximum of 15 students per

day. Given our staffing level, it would take at least two days to accomplish training which would bring this line item to **\$7,000.00**.

The pros in 2017 were that most of the Telecommunicator's were already certified in the APCO EMD protocols, and training of non-certified personnel could be done in-house by a Certified Instructor. However, there was (and still is) a fee of \$80.00 per student that has to be paid to APCO for course materials and certificates of completion. The software allowed our agency to edit Law and Fire protocols, but did not allow editing of Medical protocols. Any changes to Medical protocols would have to of been done by Smart Horizons after approval by APCO. In addition, the protocol system was already approved by our Resource Hospital.

The cons were that the Certified Instructors could not teach the anatomical portion of the class and relied on Aurora Fire Department Paramedics to complete that portion. All training had to be done in a classroom setting, thus removing staff from the floor and back filling their spots, if applicable.

POWERPHONE:

The initial quote was for their "CACH" software which includes Medical Police and Fire protocol software and Quality Assurance software modules with a total package price of **\$77,578.00**. They also provided system requirements. The quote included remote or onsite system installation, onsite training and an optional Script Builder license that allowed for our editing and/or creating of protocols in the system. That line item was **\$3,850.00** which could be removed if that option was not desired. Without the Script Builder license, it would run **\$175.00** per hour for PowerPhone to handle any edits or additions. They offered electronic copies of our protocols that would be installed on laptops or tablets kept in the Center. Cost was **\$999.00** for a "CACH-Lite" license. They would recognize anyone currently certified in Emergency Medical Dispatch regardless of platform, and the cost for a one-day bridge training class of all certified personnel was included in the quote.

In early July we received an updated quote for their "CACH" software which was lower than the quote received in 2017. The total package price came to **\$73,426.00** which was now lower than the 2017 quote due to a couple of line items coming off. The first was for training and certification which we were able to cover through our budgeted line item for training in 2017. The second line item to come off was for bridge training which was no longer necessary as all personnel were now trained and certified on the PowerPhone platform.

The pros in 2017 were PowerPhone's online certification process that encompassed all certification requirements thus eliminating the need to remove personnel from the floor to attend two separate training sessions. PowerPhone offered, at an additional charge, a robust continuing education program that offered an online system covering lessons in all three disciplines. That was to be quoted as the project progresses. They also had an established relationship with Hexagon/Intergraph through an interface being written for Louisville, KY.

The cons were personnel would need to learn a new protocol system, but in essence it was fairly similar in content, just laid out in a slightly different format. The protocols were not approved by our Resource Hospital, but we had conversations with them during which they stated there would be no issue in their reviewing and approving PowerPhone's protocols.

CONCLUSION:

In 2017 it was my recommendation that we proceed with PowerPhone for our electronic protocol system. While the quotes in 2017 were fairly close, the ability to transition all of the training online was one of the greatest benefits. In addition, PowerPhone was a sole source vendor as opposed to the third party solution that APCO offered. 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 went live. That 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.

Command staff agreed with my recommendation, and we proceeded to establish the relationship with PowerPhone which began with the Emergency Medical Dispatch training and certification of all personnel. As stated earlier, the money to cover that training came from the 9-1-1 Center's budgeted line item for training. We now find ourselves at Phase II of the project, that being the purchase of the software that will be utilized for personnel to provide pre-arrival instructions for citizens calling for emergency medical incidents, as well as software that will be utilized by supervisory staff for quality assurance reviewing of the calls being handled by staff.

In 2017 there was not much of a divide between costs associated with the software itself, but in renewing the quotes in 2018 the divide widened with a **\$27,000.00** some odd difference between APCO and PowerPhone. Additionally, PowerPhone honored the quote from 2017 when the relationship with them began.

Additionally, City IT has already received the approval from City Council for a change order associated with the CAD project that included the costs necessary for Hexagon to build the interface to PowerPhone's CACH software.

Therefore, we are asking that the Finance Committee concur with our decision to purchase PowerPhone's CACH software with all funding to come from surcharge fees received and managed by the joint Naperville and Aurora Emergency Telephone Systems Board.

Attachments:

- 2017 APCO Quote (System)
- 2017 APCO Quote (Onsite Training)
- 2017 PowerPhone Quote
- 2018 APCO Quote
- 2018 PowerPhone Quote