



AURORA POLICE DEPARTMENT

TELECOMMUNICATIONS DIVISION

INTEROFFICE CORRESPONDENCE

DATE: March 25, 2017

TO: Commander Paul Nelson

Commander Michael Doerzaph

Cc: Director Andrew Feuerborn

FROM: Director Curtis Nekovar

VIA: Direct

SUBJECT: Emergency Medical Dispatch Protocol Options

With the implementation of a new CAD system, we examined our options for an electronic protocol system that would interface with the new CAD system. We recently sat through demonstrations of protocol software by two of the three "approved" protocol vendors in the State of Illinois, and have had many subsequent phone calls and emails between the two to gather all of the necessary information.

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 attached quotes that were received after the demonstrations:

APCO:

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

The pros are most of the Telecommunicators are already certified in the APCO EMD protocols, and training of non-certified personnel can be done in-house by a Certified Instructor. However, there is a fee of \$80.00 per student that has to be paid to APCO for course materials and certificate of completion. The software allows our agency to edit Law and Fire protocols, but does not allow editing of Medical protocols. Any changes to Medical protocols would have to be done by Smart Horizons after approval by APCO. In addition, the protocol system is already approved by our Resource Hospital.

The cons are the Certified Instructors cannot teach the anatomical portion of the class and must rely Aurora Fire Department Paramedics to complete that portion. All training has to be done in a classroom setting, thus removing staff from the floor and back filling their spots, if applicable.

POWERPHONE:

Quote is 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. This quote includes remote or onsite system installation, onsite training and an optional Script Builder license that allows for our editing and/or creating protocols in the system. That line item is **\$3,850.00** and can be removed if that option is not desired. Without the Script Builder license, it would run **\$175.00** per hour for PowerPhone to handle any edits or additions. They offer electronic copies of our protocols that would be installed on laptops or tablets kept in the Center. Cost is **\$999.00** for a “CACH-Lite” license. They will 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 is included in the quote.

The pros are PowerPhone’s online certification process that encompasses all certification requirements thus eliminating the need to remove personnel from the floor to attend two separate training sessions. PowerPhone offers, at an additional charge, a robust continuing education program that offers an online system covering lessons in all three disciplines. That can be quoted as the project progresses. They also have established relationships with Hexagon/Intergraph with an interface being written for Louisville, KY.

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

It is my recommendation that we proceed with PowerPhone for our electronic protocol system. While the quotes themselves are fairly close, the ability to transition all of the training online is one of the greatest benefits. In addition, PowerPhone is a sole source vendor as opposed to the third party solution that APCO offers. PowerPhone assigns an Implementation Manager upon signing of the contract that serves as our operational and technical resource leading up to, during and after our project goes live. This includes onsite time for the training and system configuration. APCO does not offer such an implementation process, and onsite support came at an additional fee.

I would welcome the opportunity to further discuss my recommendation as well as answer any questions or concerns you may have.

Attachments:

- APCO Quote (System)
- APCO Quote (Onsite Training)
- APCO System Requirements
- PowerPhone Quote
- PowerPhone System Requirements
- Cost Comparison Spreadsheet