
CITY OF OCALA

CITY COUNCIL REPORT

Council Meeting Date: 07/10/18

Subject: Priority Dispatch

Submitted By: Greg Graham

Department: Police Department

STAFF RECOMMENDATION (Motion Ready): Approve Agenda Item (ID # 12301) one-year contract with Priority Dispatch Corporation for maintenance and support and for subsequent years as long as the software is in use for the 9-1-1 Communications Dispatch Center in the amount of \$58,973

OCALA'S RELEVANT STRATEGIC GOALS: Operational Excellence

PROOF OF PUBLICATION: N/A

BACKGROUND:

In 2012, Marion County E9-1-1 Management purchased the Priority Dispatch Pro/QA System for the Police Communications 9-1-1 Center - the primary PSAP (Public Safety Answering Point) for the City of Ocala. An inter-local agreement was entered with Marion County stating the Police Department would pay for all subsequent annual maintenance.

This dispatch system ensures consistency by call takers using the questions asked of the citizens for police, fire and medical 9-1-1 emergencies. It provides decision tree answers to specific situations to ensure all necessary questions are asked, legally and in a consistent and quick protocol.

FINDINGS AND CONCLUSIONS:

This police, fire, and medical dispatch protocol and quality assurance software ensures the highest level of service to the citizens while reducing liability and saving lives of the citizens as well as the first responders. We owe less than the contract amount due to training credits left over from the latest protocol discipline installation.

FISCAL IMPACT:

The requested maintenance and support is budgeted in fiscal year 2018. \$28,800 will be expended from 001-18-811-521-31010 and \$26,133 will be expended from 001-18-835-521-31010.

PROCUREMENT REVIEW:

This contract is in compliance with the City's procurement policies.

LEGAL REVIEW:

The contract has been reviewed and approved for form and legality by the Assistant City Attorney, Robert W. Batsel, Jr.

ALTERNATIVE:

SUPPORT MATERIALS:

Priority Dispatch Corporation Contract [\(PDF\)](#)