

TO THE HONORABLE BOARD OF COMMISSIONERS OF BERRIEN COUNTY MICHIGAN,
Your County Administration Committee respectfully recommends the adoption of the following:

RESOLUTION

WHEREAS, Berrien County 911 Public Safety Answering Points (PSAPs) have utilized a Medical Priority Dispatch System (MPDS) in flip-chart format since 1994, and software format since 2011, designed as a telephone interrogation tool to assist trained Emergency Medical Dispatchers (EMDs) in accurately identifying the specifics of medical emergencies, prioritizing public-safety response, and providing pre-arrival instructions to the 911 caller; and

WHEREAS, the Berrien County PSAPs employ in-house staff trained in use of the protocols and the quality assurance and improvement process to conduct individual case reviews to ensure appropriate protocol compliance and customer service, and

WHEREAS, in an effort to improve consistency in the accuracy of Emergency Medical Dispatching and ensure appropriate customer service levels, additional support is needed; and

WHEREAS, Berrien County's MPDS vendor, Priority Dispatch, provides contracted Quality Performance Review service through which individuals trained in quality assurance could review Berrien County Public-Safety Communication Center Telecommunicators' call intake performance, providing routine feedback to EMDs and ensure protocol compliance; and

WHEREAS, a contract is required between Berrien County and Priority Dispatch to ensure Criminal Justice Information Services (CJIS) compliance, subject to the review and approval of the Information Systems Director and Corporate Counsel.

NOW, THEREFORE, BE IT HEREBY RESOLVED that the Berrien County Board of Commissioners authorizes the Chairperson or his designee to execute the necessary contract and authorizes the 911 Administrator to proceed with a purchase order from 911 Operations funds (Org 26103250) for the full amount of \$11,856.

Respectfully submitted,
BERRIEN COUNTY ADMINISTRATION COMMITTEE

Jim Curran, Chairperson


David Vollrath, Vice-Chairperson



Don Meeks



Julie Wuerfel

RESOLUTION APPROVED AS TO FORM	
Administration 	Date 4-1-22
Comments Attached _____	
Corporate Counsel TH	Date 4/1/22
Comments Attached _____	