Department: Police Department
Dept. Head: Russell Jack
Project Contact: Tom Wagner

Description of Expenditure: Pro QA (Quality Assurance) Medical Dispatching Software

Addition or Replacement: Replacement

Initial Cost	$ 151,135
Anticipated Annual Maintenance Cost/Cost of Operation	$ 1,928
Maintenance Cost Over 5 years	$ 9,640
TOTAL INVESTMENT	$ 160,775
Est. Salvage Value of Former Capital Asset	$ -
EST. INITIAL INVESTMENT	$ 151,135

Justification for Equipment Replacement Fund Expenditure

Our current operating procedure is to use Emergency Medical Dispatch (EMD) cards and Fire cards that are used by the Dispatchers to ask the appropriate medical questions and fire questions to send the appropriate response. The Pro QA system is electronic and will interface with CAD to speed up data entry time, and will also interface with the NICE audio recorder. The three products will also speed up our Dispatch time(s) and import audio and "tag" it to a Quality Assurance report.

In the interest of public safety, we have always been committed to providing the best level of service to our citizens. We are dedicated to lessening the amount of time it takes from the time of the 9-1-1 call to the time the first responder is on the scene committed to the emergency issue.

Fund-Org.-Object-Project	Funding Sources	FY '20	FY '21	FY '22	FY '23	FY '24	Total
0420-2134-49110	10-yr Debt	$ 151,135	$ -	$ -	$ -	$ -	$ 151,135
	Total	$ 151,135	$ -	$ -	$ -	$ -	$ 151,135

Fund-Org.-Object-Project	Expenditures	FY '20	FY '21	FY '22	FY '23	FY '24	Total
0420-2134-68190	Pro QA	$ 151,135	$ -	$ -	$ -	$ -	$ 151,135
	Total	$ 151,135	$ -	$ -	$ -	$ -	$ 151,135

How will this improve our service level and efficiency?

The 2017 quote had a $20,500 discount for new business at the time, which is no longer being offered. The 2017 quote also did not include the ProQA-FD software. If we combine the ProQA-EMD and ProQA-FD software, the vendor will apply a $20,717 discount for Multi-Discipline, which is a discount for purchasing and implementing multiple Priority Dispatch System (PDF) disciplines.

The current quote from Priority Dispatch is $139,795 which covers the Priority Dispatch System Extended Service Plan (ESP) from February 2020 through January 2023. Priority Dispatch also offers a payment option of $83,877 due 1/20/20, with the remainder $55,918 due 1/20/21.The updated quote from ProPhoenix for the required Interface is $11,340 with an annual maintenance fee of $1928, which gives the total projected cost of $151,135 ($139,795.00 + $11340) plus annual maintenance cost of $1928.

Return to Table of Contents