

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, additional support is needed to further enhance quality improvement and preferred outcomes; and

WHEREAS, Berrien County's MPDS vendor, Priority Dispatch, offers Voyager AI, an artificial intelligence and data analytics tool powered by Corti, to assess medical call handling compliance to the established protocols; and

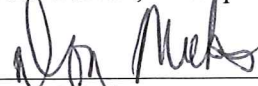
WHEREAS, use of this tool would enable Berrien County Public-Safety Communication Center leadership to provide increased performance feedback to 911 Telecommunicators, focused training, and increase workflow efficiency, in an effort to improve consistency in the accuracy of Emergency Medical Dispatching and ensure appropriate customer service levels; and

WHEREAS, a multi-year 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 purchase orders funded by 911 Operations funds (Org 26103250) for the full amounts of \$8,750 (2022), \$9,375 (2023), and \$10,000 (2024).

Respectfully submitted,
BERRIEN COUNTY ADMINISTRATION COMMITTEE

Jim Curran, Chairperson



Don Meeks

David Vollrath, Vice-Chairperson



Julie Wuerfel

RESOLUTION APPROVED AS TO FORM

Date 4-1-22

Corporate Counsel TH Date 4/1/22