



**Contra
Costa
County**

To: Contra Costa County Fire Protection District Board of Directors
 From: Jeff Carman, Chief, Contra Costa County Fire Protection District
 Date: September 18, 2018

Subject: Contract for Emergency Medical Dispatch Quality Assurance Review

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Fire Chief, or designee, to execute a contract with Rahul Maharaj, in an amount not to exceed \$180,000, for the term November 1, 2018, through October 31, 2021, for Emergency Medical Dispatch quality assurance review.

FISCAL IMPACT:

Budgeted: 100% CCCFPD EMS Transport Fund

BACKGROUND:

The Contra Costa County Fire Protection District (District) provides 911-system emergency dispatch services for the District as well as the neighboring fire agencies of El Cerrito/Kensington Fire Department, East Contra Costa Fire Protection District, Rodeo-Hercules Fire Protection District, Pinole Fire Department, Crockett/Carquinez Fire Protection District, and Moraga/Orinda Fire Protection District. District Dispatchers are trained in fire and medical emergencies and are certified as Emergency Medical Dispatchers to provide pre-arrival medical instructions while first responders are on the way. Dispatchers must maintain their certification through on-going training and education. The contractor, Rahul Maharaj, has experience in providing quality improvement review in

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY
ADMINISTRATOR

☐ RECOMMENDATION OF BOARD
COMMITTEE

Action of Board On: **09/18/2018** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, Director
 Candace Andersen, Director
 Diane Burgis, Director
 Karen Mitchoff, Director

ABSENT: Federal D. Glover,
 Director

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: September 18, 2018

David Twa, County Administrator and Clerk of the Board of Supervisors

Contact: Will Pigeon, Assistant Chief
 Communications 925-941-3300

By: June McHuen, Deputy

cc:

Emergency Medical Dispatch. Mr. Maharaj will consult and assist with case review, data management, feedback, and new and continuing education development for the District in order to improve the quality of service provided by the District's Dispatchers.

CONSEQUENCE OF NEGATIVE ACTION:

The District will not benefit from the contractor's expertise to improve the quality of the Emergency Medical Dispatch provided during 911 emergency calls.