



AGENDA REPORT

Police Department

DATE:	December 19, 2023
TO:	Mayor Martinez and Members of the City Council
FROM:	Bisa French, Chief of Police
Subject:	Contract Amendment No. 1 with Rahul Maharaj for Dispatch Call Center 911 Quality Assurance
FINANCIAL IMPACT:	The proposed expenditure of \$50,000 will be spent over the next two fiscal years, with an estimated \$24,000 coming from the approved Police Department budget for Fiscal Year 2023-2024, and the \$26,000 balance from the following year – account string 01197021-400201.
PREVIOUS COUNCIL ACTION:	June 22, 2021
STATEMENT OF THE ISSUE:	Emergency calls to the communication dispatch center are reviewed monthly to ensure compliance with accepted practices. Funds, and additional time, need to be added to Rahul Maharaj’s contract due to extra work related to our accreditation application.
RECOMMENDED ACTION:	APPROVE a first contract amendment with Rahul Maharaj in the amount of \$50,000, for a new total contract not to exceed \$109,400, with an extended term through June 30, 2026, for the quality assurance of emergency medical calls – Police Department (Chief Bisa French 510-621-6913).

DISCUSSION:

The Police Department Communications is currently using Rahul Maharaj, a certified Quality Improvement Specialist, for the quality assurance of medical calls. Rahul Maharaj is accredited with the International Academy of Emergency Medical Dispatch (IAEMD) and qualified to review, critique, and provide feedback for the City of Richmond's medical calls. In accordance with the Medical Priority Dispatch Systems, the Richmond Emergency Communications Center is required to have a percentage of our medical calls reviewed and critiqued by a Quality Improvement Specialist.

Additionally, part of the mandate that requires medical calls to be reviewed, also requires all Emergency Medical Dispatchers to have 24 hours of continued education training every two years. The contractor, Rahul Maharaj, is qualified to provide this specialized training.

City staff recommends approving the first contract amendment with Rahul Maharaj so there are no interruptions with our accreditation status, and the dispatch staff continue to receive timely and proper training.

DOCUMENTS ATTACHED:

Attachment 1 – Original Contract

Attachment 2 – Amendment to the Contract