



CITY OF GLENDALE, CALIFORNIA REPORT TO THE CITY COUNCIL

AGENDA ITEM

Report: Regarding the provision of contract for Fire and EMS dispatching services to include the City of West Covina.

1. Motion authorizing the City Manager, or his designee, to execute the Verdugo Fire Communications Dispatch Service Agreement between the Cities of Burbank, Glendale, and Pasadena and the City of West Covina.

COUNCIL ACTION

Item Type: Consent Calendar

Approved for February 27, 2024 **calendar**

EXECUTIVE SUMMARY

Approval to enter into an agreement for the Verdugo Fire Communications Center to provide dispatch services to the City of West Covina.

RECOMMENDATION

That the City Council approves and authorizes the City Manager, or their designee, to execute the Verdugo Fire Communications Center (VFCC) Dispatch Service Agreement between the Cities of Burbank, Glendale, and Pasadena and the City of West Covina.

ANALYSIS

On February 5, 2024, the VFCC Executive Staff met with Vincent Capelle, the West Covina Fire Chief, who requested immediate assistance with dispatch services provided by the Verdugo Fire Communications Center. Over the following days, the request for 911 service turned critical due to internal staffing issues at West Covina Police Department, and on February 15, a team from Verdugo and Glendale IT deployed to West Covina to initiate the transition of dispatch services.

On February 16 at 1230hrs, 911 phone calls for fire and emergency services from the City of West Covina were switched over to the Verdugo Fire Communications Center, less than two weeks after the initial request by their city leadership.

Verdugo Fire Communications Center, owned by the Cities of Glendale, Burbank, and Pasadena and housed at Glendale Fire Station 21, provides regional fire and emergency medical dispatch services. West Covina will join the current ten contract agencies and bring five additional fire stations into the system. Adding the West Covina Fire Department to the Verdugo Fire Communications System will continue to significantly enhance service to the public and help provide necessary revenue to keep VFCC among the finest dispatching operations in the country.

The dispatch service agreement with West Covina is effective February 16, 2024, and will remain in effect until February 16, 2026, with an option for a one-year extension. The agreement also includes an onboarding fee if the year three renewal is not chosen. This agreement also contains early termination fees of \$300,000 if termination is prior to February 15, 2025, and \$150,000 if termination is between February 16, 2025, and February 15, 2026. The West Covina City Council gave unanimous approval for the dispatch agreement at their February 20, 2024, meeting.

STAKEHOLDERS/OUTREACH

N/A

FISCAL IMPACT

Until June 30, 2024, the annual cost shall be \$84.14 multiplied by the actual number of calls dispatched during the preceding term of service. The price per dispatch may increase by up to 5% per year, rounded to the nearest dollar. The dispatch service agreement with the City of West Covina is expected to bring in more revenue for VFCC operations and enables better coordination and response to large emergencies in our area. Proposed increases are reviewed by the Verdugo Finance Committee, which includes the Finance Directors of Burbank, Glendale, and Pasadena, followed by the Verdugo Executive Committee, which is comprised of the Fire Chiefs from these three cities. The City Managers of Burbank, Glendale, and Pasadena meet annually in March

to review and approve Verdugo's proposed budget for the upcoming fiscal year. All fees are paid to and administered by the City of Glendale as the coordinating agency of Verdugo Fire Communications Center.

ENVIRONMENTAL REVIEW (CEQA/NEPA)

Not applicable.

CAMPAIGN DISCLOSURE

This item is exempt from campaign disclosure requirements.

ALTERNATIVES TO STAFF RECOMMENDATION

Alternative 1: The City Council may elect not to authorize the City Manager, or their designee, to enter into an agreement with West Covina.

ADMINISTRATIVE ACTION

Submitted by:

Greg Fish, Fire Chief

Prepared by:

Phil Ambrose, Fire Battalion Chief

Approved by:

Roubik R. Golanian, P.E., City Manager

EXHIBITS/ATTACHMENTS

- A. Verdugo Fire Communications Dispatch Service Agreement between the Cities of Burbank, Glendale, and Pasadena and the City of West Covina