



County of Monterey

Item No.

Board Report

Board of Supervisors
Chambers
168 W. Alisal St., 1st Floor
Salinas, CA 93901

Legistar File Number: A 25-337

August 26, 2025

Introduced:

Current Status: Agenda Ready

Version: 1

Matter Type: BoS Agreement

- a. Approve and authorize the Director of the Emergency Communications Department to sign an agreement between the County of Monterey and PowerDMS, Inc., for a term of September 29, 2025 through September 28, 2028, for an amount not to exceed \$17,573 to provide PowerEngage software to the Emergency Communications Department;
- b. Accept nonstandard terms as recommended by the Director of the Emergency Communications Department; and
- c. Authorize the Director of the Emergency Communications Department to sign up to three amendments to this Agreement where the total amendments do not exceed 10% (\$1,757) of the original agreement amount and do not significantly change the scope of work.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Director of the Emergency Communications Department to sign an agreement between the County of Monterey and PowerDMS, Inc., for a term of September 29, 2025 through September 28, 2028, for an amount not to exceed \$17,573 to provide PowerEngage software to the Emergency Communications Department;
- b. Accept nonstandard terms as recommended by the Director of the Emergency Communications Department; and
- c. Authorize the Director of the Emergency Communications Department to sign up to three amendments to this Agreement where the total amendments do not exceed 10% (\$1,757) of the original agreement amount and do not significantly change the scope of work.

SUMMARY/DISCUSSION:

The Monterey County Emergency Communications Department (ECD) is a consolidated public safety answer point and dispatch facility serving 28 law enforcement, fire protection, and emergency medical services (EMS) response agencies throughout Monterey County.

This agreement provides the PowerEngage software to the ECD. PowerEngage is an automated text message survey platform to get caller feedback on their experience during the phone call with the ECD dispatcher. PowerEngage also includes a results dashboard and a custom survey builder. ECD displays positive results on a screen in the dispatch center as a tool to boost employee moral. Negative feedback is reviewed by management and used to identify training opportunities for dispatchers.

Since 2021 when the Department began using this program over 100,000 surveys have been sent with

a positive response from 89% of them. The overall completion rate of sent surveys is 33%.

OTHER AGENCY INVOLVEMENT:

County Counsel has approved this Agreement as to legal form. The Auditor-Controller cannot approve the non-standard Agreement. Contracts/Purchasing has reviewed and approved this Agreement.

FINANCING:

Sufficient appropriations and estimated revenues are included in the FY2025-26 adopted budget for the annual license cost of \$5,857.50. Costs for future fiscal years will be requested through the annual budget process.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

This purchase correlates to the Board's Administration and Public Safety Strategic Initiatives by allowing the Department of Emergency Communications monitor employee performance and find opportunities for employee development and training while enhancing moral by sharing the positive feedback received.

Mark a check to the related Board of Supervisors Strategic Initiatives

☐ Economic Development
☒ Administration
☐ Health & Human Services
☐ Infrastructure
☒ Public Safety

Prepared by: John Vaught, Finance Manager, x8883

Approved by: Lee Ann Magoski, Emergency Communications Director x8880

Attachments:

Agreement

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