



UNIVERSITY PARK CITY COUNCIL AGENDA MEMO

Meeting Date:
10/7/2025

Item Type:
Action Item

Subject: Professional Services agreement with getResQ911 for contract
Emergency Communications Specialists

Prepared By: Talia Gregory, Director of Human Resources

Background:

The University Park Police and Fire Departments have an authorized total headcount of ten (1) Emergency Communications Specialists, including one (1) working supervisor. These operators work ten (10) hour shifts and the center is staffed twenty-four (24) hours a day, including weekends and holidays. Best practices call for two (2) operators to be on duty at all times. The City's Emergency Communication Center meets this goal when it is fully staffed.

The Emergency Communications Center has not been fully staffed since March 2023 due to a lack of qualified applicants. This shortage, along with routine leave for training, vacation, and illness, has caused significant strain on the operation of the center.

GetResQ911 is a staffing service that provides qualified Emergency Communications Specialists on a short-term contract basis to help fill scheduling gaps until agencies reach authorized strength. These operators are usually from areas outside of the North Texas Region, so a housing stipend is included in the proposal. However, the City would not be required to pay benefits. The costs to employ two (2) contract Emergency Communications Specialists on a six (6) month contract are as follows:

- \$55 per hour X 2 operators X 1,920 hours (6 months) = \$105,600
- \$2,500 per month housing stipend X 2 operators X 6 months = \$30,000
- Agency startup fee X 1 = \$15,000
- 6-month total for 2 contract Emergency Communications Specialists = \$155,600

A partial upfront payment of \$37,600 for the agency startup fee (\$15,000), the first month housing stipend (\$2,500 each), and first month salary for two contract Emergency Communications Specialists is required.

Texas Government Code section 252.022 exempts an agency from the competitive bidding process when procurement is necessary to preserve or protect the public health or safety of the municipality's residents.

Fiscal Impact:

- ☐ Not Applicable
- ☐ Budget Amendment Required
- ☐ Proposed Revenue
- ☒ Proposed Expenditure
- Funding Source: General Fund

Master Plan Goal:

Please check the associated Theme and provide the corresponding action item number.



	Theme	Action Item(s)
☐	Affirming Sense of Place	
☐	Assuring Connectivity	
☐	Innovative Governance	
☐	Technological Integration	
☐	Preparing for the Future	
☒	Not Applicable	

Recommendation:

Staff recommends Council approval of a professional services agreement with ResQ911 in the amount of \$155,600 for the provision of two qualified Emergency Communications Specialists on a 6-month contract.

Committee Review (optional):

Attachments: Scope of Work and Master Services Agreement with ResQ911