



**CITY OF FORT LAUDERDALE
City Commission Agenda Memo
REGULAR MEETING**

#25-0943

TO: Honorable Mayor & Members of the
Fort Lauderdale City Commission

FROM: Rickelle Williams, City Manager

DATE: October 23, 2025

TITLE: Motion Approving a Service Agreement and Business Associate Agreement
with CommuniCare Technology, Inc., d/b/a Pulsara, for Patient Tracking
Software Services – **(Commission Districts 1, 2, 3, and 4)**

Recommendation

Staff recommends the City Commission approve a motion to execute a Service Agreement and Business Associate Agreement with CommuniCare Technology, Inc., d/b/a Pulsara, to provide patient tracking software services at no cost to the City.

Background

The Florida Department of Health has procured Pulsara, a multi-jurisdictional communication and patient logistics platform, and is offering it at no cost with basic functionality to all emergency medical services (EMS) agencies and hospitals throughout the state. This initiative aims to streamline communication between EMS and hospital emergency departments (EDs), providing crucial telehealth capabilities and enhancing coordination during mass casualty incidents. By adopting this platform, the City, via Fort Lauderdale Fire Rescue, can align with a state-wide standard, allowing staff to initiate, test, and integrate Pulsara into emergency response and transport practices. Utilization of this platform will also facilitate collaboration with local hospital partners, such as Broward Health Medical Center and Holy Cross Hospital, which are already engaging with the technology.

In everyday use, Pulsara enables real-time communication between EMS and EDs, replacing fragmented methods like phone calls and radio reports with a single, unified patient channel. This allows for early patient notifications, instant team alerts, and efficient data sharing, ultimately optimizing patient care and reducing treatment times. The platform's telehealth capabilities also support the Mobile Integrated Health and Community Paramedicine model, enabling EMS personnel to communicate directly with Medical Control physicians or receiving hospitals via encrypted, HIPAA-compliant video conferencing for enhanced patient care.

Pulsara's value extends to large-scale events, as it can effortlessly scale to manage scene operations, triage, and patient movement during mass casualty incidents. It

connects multiple responding agencies—including EMS, hospitals, trauma centers, and public health officials—on a single, unified platform, ensuring rapid and coordinated decision-making. The platform has also proven effective in Florida during disasters by helping deploy EMS Strike Teams, track patients, and safely relocate them outside affected areas. This ensures a coordinated response that improves resource allocation and patient outcomes in critical situations.

Resource Impact

There is no resource impact or cost to the City. The software platform will be funded by the Florida Department of Health. There are no recurring costs.

Strategic Connections

This item is a 2026 Commission Priority, advancing the Public Safety Initiative.

This item supports the *Press Play Fort Lauderdale 2029* Strategic Plan, specifically advancing:

- Goal 1: Be a safe community that is proactive and responsive to risks.

Guiding Principles:

- **Fiscal Responsibility:** The City manages its resources wisely and makes data driven decisions.
- **Innovation:** The City continuously looks for opportunities to improve its services, pioneer solutions to obstacles, and challenge the status quo.
- **Technology Adaptation:** The City leverages supportive technology wisely to support and improve service delivery and operations while also considering cybersecurity to safeguard the City and neighboring assets.

Attachments

Exhibit 1 – Terms of Use with CommuniCare Technology, Inc., d/b/a Pulsara

Exhibit 2 – Business Associate Agreement with CommuniCare Technology, Inc., d/b/a Pulsara

Exhibit 3 – Pulsara Executive Summary for EMS

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