

DATE: 8/29/2016
TO: 911 Emergency Response Advisory Committee
FROM: Rishma Khimji, Asst. Director, City of Reno Department of Information Technology, khimjir@reno.gov, 775-334-2026
THROUGH:
SUBJECT: REQUEST FOR APPROVAL FOR FUNDING for the CAD-TO-CAD Interface between REMSA TriTech CAD application and City of Reno PSAP TriTech CommandCAD (formerly Tiburon) including regional participation by City of Sparks PSAP and Washoe Co. PSAP not to exceed \$65,600.00. Yearly maintenance in year two not to exceed \$14,400.00.

SUMMARY

Currently, the three Public Safety Answering Point (PSAP) agencies in Washoe County utilize a manual transfer process to connect 911 callers with REMSA for all medical related calls. This interface will allow the system to automatically push data such as location and chief medical complaints from the TriTech (formerly Tiburon) CommandCAD system into REMSA's dispatching system alleviating the 911 caller from repeating information and reducing time delays. This interface also allows for data to be pulled from REMSA's dispatching system into the TriTech CommandCAD allowing for a seamless process of data; this would allow for faster and enhanced processing, handling and information sharing for 911 calls involving medical emergencies.

This interface was also recommended by the EMS Advisory Board based on an evaluation of EMS services between the PSAP agencies and REMSA.

NRS APPLICABLE:

NRS 244A.7645 Provides approval of costs associated with maintenance, upgrade and replacement of equipment necessary for the operation of the enhanced telephone system.

The following is a complete definition of the NRS 244A.7645, with applicable sections highlighted:

NRS 244A.7645 Establishment of advisory committee to develop plan to enhance or improve telephone system; creation of special revenue fund; use of money in fund.

1. If a surcharge is imposed pursuant to [NRS 244A.7643](#) in a county whose population is 100,000 or more but less than 700,000, the board of county commissioners of that county shall establish by ordinance an advisory committee to develop a plan to enhance the telephone system for reporting an emergency in that county and to oversee any money allocated for that purpose. The advisory committee must consist of not less than five members who:

- (a) Are residents of the county;
- (b) Possess knowledge concerning telephone systems for reporting emergencies; and
- (c) Are not elected public officers.

2. If a surcharge is imposed pursuant to [NRS 244A.7643](#) in a county whose population is less than 100,000, the board of county commissioners of that county shall

establish by ordinance an advisory committee to develop a plan to enhance or improve the telephone system for reporting an emergency in that county and to oversee any money allocated for that purpose. The advisory committee must:

(a) Consist of not less than five members who:

(1) Are residents of the county;

(2) Possess knowledge concerning telephone systems for reporting emergencies;

and

(3) Are not elected public officers; and

(b) Include a representative of an incumbent local exchange carrier which provides service to persons in that county. As used in this paragraph, "incumbent local exchange carrier" has the meaning ascribed to it in 47 U.S.C. § 251(h)(1), as that section existed on October 1, 1999, and includes a local exchange carrier that is treated as an incumbent local exchange carrier pursuant to that section.

3. If a surcharge is imposed in a county pursuant to [NRS 244A.7643](#), the board of county commissioners of that county shall create a special revenue fund of the county for the deposit of the money collected pursuant to [NRS 244A.7643](#). The money in the fund must be used only:

(a) In a county whose population is 45,000 or more but less than 700,000, to enhance the telephone system for reporting an emergency, including only:

(1) Paying recurring and nonrecurring charges for telecommunication services necessary for the operation of the enhanced telephone system;

(2) Paying costs for personnel and training associated with the routine maintenance and updating of the database for the system;

(3) Purchasing, leasing or renting the equipment and software necessary to operate the enhanced telephone system, including, without limitation, equipment and software that identify the number or location from which a call is made; and

(4) Paying costs associated with any maintenance, upgrade and replacement of equipment and software necessary for the operation of the enhanced telephone system.

(b) In a county whose population is less than 45,000, to improve the telephone system for reporting an emergency in the county.

4. If the balance in the fund created in a county whose population is 45,000 or more but less than 700,000 pursuant to subsection 3 which has not been committed for expenditure exceeds \$1,000,000 at the end of any fiscal year, the board of county commissioners shall reduce the amount of the surcharge imposed during the next fiscal year by the amount necessary to ensure that the unencumbered balance in the fund at the end of the next fiscal year does not exceed \$1,000,000.

5. If the balance in the fund created in a county whose population is less than 45,000 pursuant to subsection 3 which has not been committed for expenditure exceeds \$500,000 at the end of any fiscal year, the board of county commissioners shall reduce the amount of the surcharge imposed during the next fiscal year by the amount necessary to ensure that the unencumbered balance in the fund at the end of the next fiscal year does not exceed \$500,000.

(Added to NRS by [1995, 1056](#); A [1999, 1686](#); [2001, 621, 2125](#); [2007, 561](#); [2009, 641](#); [2011, 1124](#))

STAKEHOLDER REVIEW(s)

Stakeholders are the primary PSAP agencies including City of Reno Emergency Communications, City of Sparks Emergency Communications and Washoe County Emergency Communications.

PREVIOUS ACTION

No previous action has been taken on this specific item. However, previous purchases of software to enhance PSAP communications has been approved by the board on various occasions.

FISCAL IMPACT

The Enhanced 911 Fund is a special revenue fund which receives revenue pursuant to NRS 244A.7643 in the form of telephone surcharges collected to support the emergency reporting system. Budget authority exists within the E911 Fund to support the CAD-TO-CAD interface to integrate the PSAP agencies TriTech CommandCAD and REMSA dispatching applications. The total cost for the interface, including project management, remote training and first year's maintenance is \$65,600.00. Yearly maintenance, which is also requested for approval, is \$14,400.00 (subject to any increases by the vendor, TriTech).

Year one amount requested is: \$65,600.00

Year two maintenance amount requested is: \$14,400 (Subject to vendor increases; any changes will require new approval.)

RECOMMENDATION

It is recommended that the E911 Emergency Response Advisory Committee approve the request for funding of the CAD-TO-CAD Interface between REMSA TriTech CAD application and City of Reno PSAP TriTech CommandCAD (formerly Tiburon) including regional participation by City of Sparks PSAP and Washoe Co. PSAP not to exceed \$65,600.00. Yearly maintenance in year two not to exceed \$14,400.00.

POSSIBLE MOTION

Motion to approve funding for the CAD-to-CAD interface in an amount not to exceed \$65,600 and to approve funding for the year two maintenance in an amount not to exceed \$14,400, and to allow the City of Reno's Department of Information Technology to move forward with the purchase and implantation of said interface.