

DATE: December 27, 2018
TO: 9-1-1 Emergency Response Advisory Committee
FROM: Elaina Hooper, Dispatch Supervisor, City of Reno Public Safety Dispatch,
hoopere@reno.gov, 326-6611
THROUGH: Jenny Hansen, Assistant Director, City of Reno Public Safety Dispatch
Rishma Khimji, Director, City of Reno Information Technology

SUBJECT: FUNDING REQUEST – PRO-QA PRIORITY DISPATCH FUNDING FOR CITY OF RENO PUBLIC SAFETY DISPATCH PSAP: A review, discussion and possible action to approve, deny or otherwise modify a request for funding for the Reno Public Safety Dispatch for the ProQA-Priority Dispatch Medical Software licensing, training, quality assurance, support and accreditation associated with implementing Emergency Fire Dispatch (EFD) services for a cost not to exceed \$ 154,206.00

SUMMARY

FOR PRIMARY PSAP (Public Safety Answering Point) CITY OF RENO PUBLIC SAFETY DISPATCH:

A review, discussion and possible action to approve, deny or otherwise modify a request for funding for Reno Public Safety Dispatch to implement Emergency Fire Dispatching (EFD) with ProQA-Priority Dispatch Software, not to exceed the amount of \$154,206.00.

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.

STAKEHOLDER REVIEW(s)

Stakeholder is a primary Public Safety Answer Point (PSAP) – City of Reno Public Safety Dispatch.

PREVIOUS ACTION & BACKGROUND

No previous actions were taken for City of Reno Public Safety Dispatch. Similar actions were taken supporting Washoe County Sheriff's Office PSAP:

- 1) May 4, 2017, with approved (FY17) Funding for Washoe County Sheriff's Office Public Safety Answering Point (PSAP) – Priority Dispatch Corporation, Annual Maintenance/Extended Service Plan for Three Disciplines.
Term: June 30, 2017 – June 30, 2018, \$19,753.00

- 2) May 19, 2016, Approved (FY16) Funding for Washoe County Sheriff's Office Public Safety Answering Point (PSAP) – Priority Dispatch Corporation, Annual Maintenance/Extended Service Plan for Three Disciplines.
Term: June 30, 2015 – June 29, 2016, \$19,573.00

- 3) September 17th, 2015 Approved (FY15) – Funding for Washoe County Sheriff's Office Public Safety Answering Point (PSAP) – Priority Dispatch Corporation, Annual Maintenance/Extended Service Plan for Three Disciplines.
Term: June 20, 2014 – June 29, 2015, \$19,573.00

BACKGROUND

Implementation of the EFD protocols will ensure that the City of Reno's Public Safety Answering Point (PSAP) interrogates callers thoroughly and consistently using nationally recognized standards with this call taking system.

FISCAL IMPACT

The Enhanced 9-1-1 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.

RECOMMENDATION

It is recommended that the E911 Emergency Response Advisory Committee approve the request for funding for the costs associated with implementing EFD for the City of Reno Public Safety Dispatch through Pro-QA Priority Dispatch, not to exceed funds of \$154,206.00.

POSSIBLE MOTION

Move to approve that the E911 Emergency Response Advisory Committee approve the request for funding for the costs associated with implementing EFD for the City of Reno Public Safety Dispatch through Pro-QA Priority Dispatch, not to exceed funds of \$154,206.00.