

**DATE:** 05/21/2020  
**TO:** 911 Emergency Response Advisory Committee  
**FROM:** Rishma Khimji, Director of Technology, City of Reno Department of Information Technology, [khimjir@reno.gov](mailto:khimjir@reno.gov), 775-334-2026  
**SUBJECT:** REQUEST FOR FUNDING FOR THE CITY OF RENO PUBLIC SAFETY (PS) DISPATCH PSAP - A review, discussion and possible action to approve, deny or otherwise modify a request for funding for PS Dispatch for ProQA for Priority Dispatch Medical Software licensing, training, quality assurance, support and accreditation associated with implementing a robust Emergency Medical Dispatch (EMD) services for a cost not to exceed \$151,000.00

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### **SUMMARY**

The City of Reno PS Dispatch PSAP is requesting funding to implement the EMD process and software through our vendor, ProQA. Per the directive of the Reno Fire Department and the City of Reno City Council, it was recommended that Reno's Public Safety Dispatch implement EMD processes to ensure a robust triage of incoming 911 calls requesting medical assistance.

EMD is the process by which a call requesting emergency medical assistance is handled by the PSAP. EMD is to accurately query the caller, select an appropriate method of response, provide pertinent information to responders and give appropriate aid and direction for patients through the caller.

EMD is the careful application and reference to a written, medically approved, emergency medical dispatch protocol for handling 911 call for medical assistance. EMD uses sound decisions concerning EMS responses that can be made in a safe, reproducible, and non-arbitrary manner. The benefits are realized because appropriate implementation, sound medical management and quality assurance/quality improvement (QA/QI) at dispatch are provided within the EMS system.

EMD is just one component of an efficient and quality EMS process. EMD is the first step in the process by allowing the dispatcher to triage the incoming request for assistance to match the level of medical assistance and resources required based on the specific needs of the patient. EMD is designed to maximize effectiveness and efficiency by sending the right resources to the right person in the right way at the right time.

The result will be that life threatening and serious emergencies will receive the highest level of response, which may include both a fire truck and an ambulance with lights and sirens activated. While a less serious and non-emergent medical needs that require assistance will be dispatched with a single EMS unit without lights or sirens and at the normal speed of traffic. This method will allow critical equipment to remain available for life threatening emergencies, while still allowing the fire department to respond effectively to all types of calls.

Therefore, it is advised that City of Reno Public Safety Dispatch move towards implementing the EMD process. Washoe County Emergency Dispatch has already implemented the EMD process and software. The City of Reno is looking to implement their own software and protocols that could be shared with the other agencies in a cooperative manner.

**NRS APPLICABLE:**

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.

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.

**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 the costs associated with implementing EMD for the City of Reno Public Safety Dispatch through Pro-QA Priority Dispatch, not to exceed funds of \$151,000.00.

**POSSIBLE MOTION**

Move to approve that the E911 Emergency Response Advisory Committee approve the request for funding the costs associated with implementing EMD for the City of Reno Public Safety Dispatch through Pro-QA Priority Dispatch, not to exceed funds of \$151,000.00.



## QUOTE

110 Regent Street, Suite 500  
Salt Lake City, UT 84111  
USA  
[www.prioritydispatch.net](http://www.prioritydispatch.net)  
Prepared By: Cheryl Collins  
Phone: (800) 363-9127  
Direct: Ext. 191  
Email: [cheryl.collins@prioritydispatch.net](mailto:cheryl.collins@prioritydispatch.net)

Agency:  
Agency ID#:  
Quote #:  
Date:  
Offer Valid Through:  
Payment Terms

City of Reno  
5498  
Q-38226  
4/23/2020  
6/7/2019  
Net 30

Currency:

USD

**Bill To:**  
City of Reno  
Rishma Khimji  
5195 Spectrum Blvd  
Reno, Nevada 89512  
United States

**Ship To:**  
City of Reno  
Rishma Khimji  
5195 Spectrum Blvd  
Reno, Nevada 89512  
United States

Product	Qty	Amount
ProQA Medical Software Licenses Automated calltaking software	11	USD 41,250.00
XLerator Client Server Suite Client server software application suite	1	USD 4,500.00
AQUA Case Review Software for EMD Quality Assurance (case review) software base engine and discipline module	5	USD 8,750.00
Protocol Tablet for EMD Licensed backup protocol tablet	11	USD 4,345.00
MPDS Quality Assurance Guide Quality Assurance Guide for training and case review only	11	USD 495.00
Advanced SEND Cards for MPDS - Box of 100 Individual S.E.N.D. cards	1	USD 50.00
Shipping & Handling	1	USD 60.00
Protocol Training and Certification for EMD (Host) Materials, tuition and certification	54	USD 18,360.00
ED-Q Training and Certification for EMD (Host) Materials, tuition and certification (2 days, 16 hours)	10	USD 5,000.00
Remote Software Installation/Update - M Software installation or update completed remotely by Priority Dispatch	1	USD 500.00
Remote System Administration Training Per person cost for training for center management detailing program configuration and customization options, completed in a virtual, instructor-led environment	2	USD 398.00
Remote AQUA Software Training - M Per person cost for six hours of AQUA software training completed in a virtual, instructor-led environment	10	USD 1,490.00
Remote ProQA & AQUA Reports Training Per person cost for four hours of training for administrators, managers and supervisors on the configuration and customization options in ProQA and AQUA, completed in a virtual, instructor-led environment	2	USD 298.00

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# QUOTE

Product	Qty	Amount
Implementation Support Package for EMD Implementation support and quality management program development	1	USD 30,000.00
Equip QA for EMD Initial implementation of expert case review, quality management and mentoring for telecommunicators, QA staff and management ( __cases/week)	1	USD 11,700.00
IAED Accreditation Application Fee EMD IAED fee for accreditation	1	USD 2,250.00
Priority Dispatch System ESP (P) M System License Renewal, Service & Support	11	USD 13,200.00
Remote ProQA Software Training - M Per person cost for four hours of ProQA software training completed in a virtual, instructor-led environment	54	USD 8,046.00
<b>EMD Implementation TOTAL:</b>		USD 150,692.00

Product	Qty	Amount
Priority Dispatch System ESP (P) M System License Renewal, Service & Support	11	USD 13,200.00
Priority Dispatch System ESP (P) M System License Renewal, Service & Support	11	USD 13,200.00
<b>Yrs 2 &amp; 3 Annual Maintenance TOTAL:</b>		USD 26,400.00

<b>Subtotal</b>	USD 150,692.00
<b>Estimated Tax</b>	
<b>Total</b>	USD 150,692.00

<b>Customer Signature:</b>		<b>Date:</b>	
<b>Customer Name:</b>		<b>Purchase Order ID:</b>	
<b>Expiration Date:</b>			

## TERMS AND CONDITIONS

This quote is valid for 120 days from date of issue. All prices quoted are exclusive of any applicable taxes, duties, or government assessments relating to this transaction, which are the sole obligation of Buyer. You can find it here: <https://prioritydispatch.net/licensing/>

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