

DATE: August 31, 2022
TO: 911 Emergency Response Advisory Committee
FROM: Rebecca Knapp, Training Supervisor, City of Reno Public Safety Dispatch, knappr@reno.gov, 775-348-3906
THROUGH: Cody Shadle, Manager, City of Reno Public Safety Dispatch
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 Medical Dispatch (EMD) services for a cost not to exceed \$188,051.00.

SUMMARY

FOR PRIMARY PSAP (PUBLIC SAFETY ANSWERING POINT) – 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 PSAP for the ProQA-Priority Dispatch Medical Software licensing, training, quality assurance, support and accreditation associated with implementing Emergency Medical Dispatch (EMD) services for a cost not to exceed \$188,051.00.

The City of Reno Public Safety Dispatch PSAP is resubmitting a request to fund procurement and implementation of Emergency Medical Dispatch (EMD) process through ProQA-Priority Dispatch software at the direction of the City of Reno Fire Department and City of Reno City Council (May 2020). This direction aims to ensure that the City of Reno's PSAP will have a more robust method to triage incoming 911 calls in addition to the already established Emergency Fire Dispatch (EFD) protocols; EMD will match service levels currently provided by the Washoe County Emergency Communications PSAP.

Implementation of EMD will support the interoperability and redundancy of the 9-1-1 system within the region by ensuring that Reno Public Safety Dispatch, Washoe County Emergency Communications and REMSA are comparably trained and equipped to support each other in the event of a service disruption or infrastructure incident within the respective PSAPs.

The positive benefits of implementing EMD within the City of Reno Public Safety Dispatch are significant; from improving the 9-1-1 experience of citizens to the appropriate allocation of resources based on the severity and need of each unique incident. This is a significant benefit to the regions continuity of operations that will allow Washoe County Emergency Communications and City of Reno Public Safety PSAP support REMSA, and our citizens, with EMD instruction in the midst of regional critical events, times of high call volume and instances of outages or evacuations.

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 Answering Point (PSAP) – City of Reno Public Safety Dispatch.

PREVIOUS ACTION&BACKGROUND

Previous actions were taken supporting Washoe County Sheriff’s Office PSAP and City of Reno

PSAP:

1. March 31, 2022, with approved (FY22) funding for City of Sparks Dispatch PSAP - renewal of the Priority Dispatch Pro-QA Emergency Fire Dispatch software, in an amount not to exceed \$12,000.
2. September 23, 2021, with approved funding for City of Reno Public Safety Dispatch PSAP – Purchase of International Academy of Emergency Dispatching – Emergency Service Plan for Emergency Fire Dispatching (EFD), in an amount not to exceed \$13,200.
3. September 23, 2021, with approved funding for Washoe County Sheriff’s Office Communications Center PSAP – Purchase of International Academy of Emergency Dispatching – Emergency Service Plan for Three Disciplines (police, Fire, and Medical), in an amount not to exceed \$34,560.
4. November 19, 2020, with approved funding for City of Sparks Public Safety Dispatch PSAP – ProQA-Priority Dispatch Software for Emergency Fire Dispatching (EFD) protocols with licensing, training, quality assurance, accreditation and support in an amount not to exceed \$117,217.00.
5. October 8, 2020, with approved funding for the City of Reno Public Safety Dispatch PSAP – ProQA-Priority Dispatch Software for Emergency Medical Dispatch (EMD) protocols with licensing, training, quality assurance, support and accreditation associated with implementing EMD at a cost not to exceed \$151,000.00.
6. January 17, 2019, with approved (FY18) Funding for City of Reno Public Safety Dispatch PSAP – ProQA-Priority Dispatch Software for Emergency Fire Dispatching (EFD) protocols with licensing, training, quality assurance, support and accreditation associated with implementing RFD at a cost not to exceed \$125, 475.00.
7. 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

8. 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
9. 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

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 \$ 188,051.00.

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 \$188,051.00.



QUOTE

110 Regent Street, Suite 500
 Salt Lake City, UT 84111
 USA
www.prioritydispatch.net
 Prepared By: Tim Martin
 Phone: (800) 363-9127
 Direct:
 Email: tim.martin@prioritydispatch.net

Agency: City of Reno
 Agency ID#: 5498
 Quote #: Q-62613
 Date: 8/31/2022
 Offer Valid Through: 12/21/2022
 Payment Terms: Net 30
 Currency: USD

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

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

Product	Qty	Amount
XLerator Client Server Suite Client server software application suite	1	USD 2,500.00
ProQA Medical Software Licenses Automated calltaking software	15	USD 60,000.00
AQUA Case Review Software for EMD Quality Assurance (case review) software base engine and discipline module	5	USD 9,750.00
MPDS Backup Cardset License Licensed manual protocol set for backup	15	USD 7,425.00
Remote Software Installation/Update - M Software installation or update completed remotely by Priority Dispatch	1	USD 2,250.00
Remote ProQA & AQUA Reports Training Per person cost for 4 hours of training on the configuration and customization options in ProQA and AQUA, completed in a virtual, instructor-led environment	1	USD 2,250.00
Protocol Training and Certification for EMD Materials, tuition and certification	58	USD 21,170.00
ED-Q Training and Certification for EMD Materials, tuition and certification (2 days, 16 hours)	4	USD 2,200.00
Remote or Onsite ProQA Software Training - M Per person cost for four hours of ProQA software training completed in a virtual, instructor-led environment	5	USD 11,250.00
Remote AQUA Software Training - M Per person cost for six hours of AQUA software training completed in a virtual, instructor-led environment	1	USD 2,250.00
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	1	USD 12,350.00

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QUOTE

Product	Qty	Amount
Q Plus for EMD Quality Performance Review - EMD Expert case review and reporting of 1,040 cases per year, or 87 per month Subscription auto-renews without written cancellation	1,040	USD 20,800.00
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	15	USD 22,500.00
Multi-Discipline Discount Discount for purchasing and implementing multiple PDS disciplines	1	USD -20,894.00

Subtotal	USD 188,051.00
Estimated Tax	
Total	USD 188,051.00

Customer Signature:		Date:	
Customer Name:		Purchase Order ID:	
Expiration Date:			

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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