

**DATE:** 10/17/2022

**TO:** 911 Emergency Response Advisory Committee

**FROM:** Charles Moore, Fire Chief, Truckee Meadows Fire Protection District,  
[cmoore@tmfpd.us](mailto:cmoore@tmfpd.us), 775-328-6123

**SUBJECT:** FUNDING REQUEST- PRO-QA PRIORITY DISPATCH EMERGENCY FIRE DISPATCH (EFD) FUNDING FOR TRUCKEE MEADOWS FIRE PROTECTION DISTRICT: A review, discussion and possible action to approve, deny or otherwise modify a request for funding for the system license renewal, services and Support of Pro-QA Priority Dispatch Fire Software licensing for Emergency Fire Dispatch (EFD) services for a cost not to exceed \$15,000.

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### **SUMMARY**

A review, discussion and possible action to approve, deny or otherwise modify a request for funding for the system license renewal, services and Support of Pro-QA Priority Dispatch Fire Software licensing for Emergency Fire Dispatch (EFD) services for a cost not to exceed \$15,000.

### **BACKGROUND**

The Pro-QA EFD software takes the science of structured call processing to the fire-rescue environment, similar to the Emergency Medical Dispatch (EMD) process that is used during medical emergencies. The Protocols use logic-based Case Entry and Key Question interrogation to prioritize responses safely and accurately to fire-rescue incidents. Post-Dispatch and Pre-Arrival Instructions can be provided to 911 callers at the scene, thereby improving scene safety and response effectiveness. Benefits include:

- Improved quality of service to the caller
- Correct identification of incident types
- Assignment of needed resources
- Improved scene safety
- Effective Dispatch Life Support
- Prioritization of calls & appropriate response levels

This software is currently being utilized by Washoe Dispatch, TMFPD, and is used throughout the region including Sparks Fire Department and Reno Fire Department. This renewal will be required to continue and maintain the same level of 911 caller interrogation and pre-arrival instructions. TMFPD will continue to retain ownership of the software licenses for any other future use. With the approval of this system license renewal to include service and support, the same software and systems will continue to be available throughout the region, with data available across jurisdictions to mutual aid agencies.

### **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)**

Stakeholders are solely Truckee Meadows Fire Protection District.

**PREVIOUS ACTION**

January 17, 2019, with approval (FY19) funding for City of Reno Public Safety Dispatch - Pro-QA-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 \$ 125,475.00

May 7, 2020, with approval (FY20) funding the remaining balance for City of Reno Public Safety Dispatch- Pro-QA-Priority Dispatch Fire Software licensing, training, quality assurance, support, and accreditation associated with implementing Emergency Fire Dispatch (EFD) services for a cost not to exceed \$11,000.00

September 23, 2021, with approval (FY22) funding to Truckee Meadows Fire Protection District for the purchase of Pro-QA Priority Dispatch Fire Software licensing, training, quality assurance, support, accreditation, and other costs associated with implementing Emergency Fire Dispatch (EFD) services for a cost not to exceed \$148,244.00.

**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 system license renewal, services and Support of Pro-QA Priority Dispatch Fire Software licensing for Emergency Fire Dispatch (EFD) services for a cost not to exceed \$15,000.

**RECOMMENDATION**

It is recommended that the E911 Emergency Response Advisory Committee approve the request for funding for the system license renewal, services and Support of Pro-QA Priority Dispatch Fire Software licensing for Emergency Fire Dispatch (EFD) services for a cost not to exceed \$15,000.

**POSSIBLE MOTION**

Motion to approve funding to Truckee Meadows Fire Protection District for the purchase of the system license renewal, services and Support of Pro-QA Priority Dispatch Fire Software licensing for Emergency Fire Dispatch (EFD) services for a cost not to exceed \$15,000.



Medical Priority Consultants, Inc.  
 dba Priority Dispatch Corp  
 110 S Regent St Ste 500, Salt Lake City, UT, 84111-1997, US  
 Phone: (801) 363-9127 Fax: (801) 746-5879  
 www.prioritydispatch.net  
 accounting@prioritydispatch.net

## INVOICE

|                       |            |
|-----------------------|------------|
| <b>Invoice Number</b> | SIN289980  |
| <b>Invoice Date</b>   | 09/01/2022 |
| <b>Agency ID</b>      | 232        |

**Billing Address**

Truckee Meadows Fire & Rescue  
 3663 Barron Way  
 Reno, NV 89511  
 United States

**Shipping Address**

REMSA  
 450 Edison Way  
 Reno, NV 89502-4117  
 United States

| Customer Reference | Quote # | PO #       | Invoice Currency | Due Date |
|--------------------|---------|------------|------------------|----------|
|                    | Q-57565 | 4500041038 | USD              | Net 30   |

| Product Name   | Quantity             | Total        |
|--|----------------------|--------------|
| <b>Priority Dispatch System ESP (P) F</b><br><i>System License Renewal, Service &amp; Support</i><br>8/20/2022 - 8/20/2023 | 10                   | \$ 15,000.00 |
|  | <b>Net Total</b>     | \$ 15,000.00 |
|  | <b>Tax Total</b>     | \$ 0.00      |
|  | <b>Invoice Total</b> | \$ 15,000.00 |

**Payment Detail**

FEDERAL TAX ID# 87-0447422

To pay this invoice via Credit Card online please visit:  
<https://payment.prioritydispatch.net>

Alternatively, please pay this invoice in US DOLLARS by wire transfer to:

## Account Info:

Medical Priority Consultants, Inc. dba Priority Dispatch Corp  
 110 South Regent Street, Suite 500  
 Salt Lake City, Utah 84111  
 Account No.: 002226546  
 Routing No.: 124000054  
 Swift Code ZFNBUS55

## Bank Info:

Zions First National Bank  
 One South Main Street  
 Salt Lake City, UT 84133, USA

E-mail Remittance Advice to [Finance@prioritydispatch.net](mailto:Finance@prioritydispatch.net)

Contact [Accounting@prioritydispatch.net](mailto:Accounting@prioritydispatch.net) with any questions regarding this invoice.