

DATE: January 4th, 2023
TO: 911 Emergency Response Advisory Committee
FROM: Elaina Hooper, City of Reno Public Safety Dispatch, Assistant Manager
THROUGH: Cody Shadle, City of Reno Public Safety Dispatch, Manager shadlec@reno.gov
775-334-2370
SUBJECT: REQUEST FOR REIMBURSEMENT OF TRAINING FOR CITY OF RENO PUBLIC SAFETY DISPATCH PSAP (Public Safety Answering Point) [For Possible Action]: A review, discussion and possible action to approve, deny or otherwise modify a request to reimburse the costs associated with purchasing 100 credit hours of Priority Dispatch's AI SkillLab to supplement staff training associated with the implementation of Emergency Medical Dispatch protocol software for a cost not to exceed \$2,000.

SUMMARY

REQUEST FOR REIMBURSEMENT OF TRAINING FOR CITY OF RENO PUBLIC SAFETY DISPATCH PSAP (Public Safety Answering Point) [For Possible Action]:

A review, discussion and possible action to approve, deny or otherwise modify a request to reimburse the costs associated with purchasing 100 credit hours of Priority Dispatch's AI SkillLab to supplement staff training associated with the implementation of Emergency Medical Dispatch protocol software for a cost not to exceed \$2,000.

Reno Public Safety Dispatch is currently managing a project to implement Emergency Medical Dispatch (EMD) protocol software to support regional 9-1-1 services and redundancy for critical events. This project includes training to cover protocol basics, software application, quality assurance and reporting for all staff. The AI SkillLab is an advanced training simulator that replicates realistic emergency situations and would allow staff to receive advance training during the implementation phase and/or support continuing education following the project completion. The AI SkillLab is hosted and owned by the vendor Priority Dispatch and access to the simulator is provided through credit hours which will be managed through Reno Public Safety Dispatch. This product is newly provided through the vendor and was not available during the initial request for reimbursement of EMD implementation to the 911 Emergency Response Advisory Committee.

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

PREVIOUS ACTION & BACKGROUND

On September 15, 2022 the 911 Emergency Response Advisory Committee approved funding for 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

On November 17, 2022 the 911 Emergency Response Advisory Committee approved funding for the costs associated with implementing EMD for the Sparks PSAP through Pro-Qa Priority Dispatch, not to exceed funds of \$120,585.00.

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.

RECOMMENDATION

It is recommended that the E911 Emergency Response Advisory Committee approve the request to reimburse the costs associated with purchasing 100 credit hours of Priority Dispatch's AI SkillLab to supplement staff training associated with the implementation of Emergency Medical Dispatch protocol software for a cost not to exceed \$2,000.

POSSIBLE MOTION

Move to approve that the E911 Emergency Response Advisory Committee approve the request to reimburse the costs associated with purchasing 100 credit hours of Priority Dispatch's AI SkillLab to supplement staff training associated with the implementation of Emergency Medical Dispatch protocol software for a cost not to exceed \$2,000.



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 Number	SIN327411
Invoice Date	01/03/2023
Agency ID	5498

Billing Address

City of Reno
 5195 Spectrum Blvd
 Reno, NV 89512
 United States

Shipping Address

City of Reno
 5195 Spectrum Blvd
 Reno, NV 89512
 United States

Customer Reference	Quote #	PO #	Invoice Currency	Due Date
	Q-64516		USD	Net 30

Product Name	Quantity	Total
Priority Dispatch AI SkillLab - Powered by Call Simulator <i>Priority Dispatch AI SkillLab - Powered by Call Simulator ProQA calltaking training simulator powered by artificial intelligence (AI). Price is based on hourly usage and is sold in blocks of 100.</i>	100	\$ 2,000.00
Net Total		\$ 2,000.00
Tax Total		\$ 0.00
Invoice Total		\$ 2,000.00

Payment Detail
FEDERAL TAX ID# 87-0447422
Check payments: Medical Priority Consultants, Inc. dba Priority Dispatch Corp. P.O. Box 30847 Salt Lake City, UT, 84130-0847
Wire/ACH payments: Medical Priority Consultants, Inc. dba Priority Dispatch Corp. 110 South Regent Street, Suite 500 Salt Lake City, Utah 84111 Account Number: 002226546 Routing Number: 124000054 Swift Code: ZFNBUS55 Bank Name: Zions First National Bank
Credit Card payments: please visit https://payment.prioritydispatch.net
Remittance Email: finance@prioritydispatch.net
Questions or Corrections: accounting@prioritydispatch.net