

**DATE:** August 22, 2023  
**TO:** 911 Emergency Response Advisory Committee  
**FROM:** Lisa Rose-Brown, Police Services Manager, Sparks Police Department,  
lrosebrown@cityofsparks.us  
**THROUGH:** Chris Crawford, Chief of Police

**SUBJECT:** Reimbursement request – Live911 SOFTWARE for CITY OF SPARKS PSAP: A review, discussion, and possible action to approve, deny or otherwise modify a request for reimbursement to Sparks PSAP for Live911 SOFTWARE annual fee, for a cost not to exceed \$15,000.

**SUMMARY**

A review, discussion, and possible action to approve, deny or otherwise modify a request for reimbursement to Sparks PSAP for Live911 SOFTWARE annual fee, for a cost not to exceed \$15,000.

**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) – Sparks Dispatch.

**PREVIOUS ACTION & BACKGROUND**

This committee previously approved initial cost for purchase of Live911 in March 2022.

The E911 Committee approved Fire First Due fire response software for all three fire agencies during this fiscal year. First Due was to assist Fire responders communicate real time data while responding to incidents.

Live911 software has a similar intent for law enforcement. This system allows Police Officers to hear a live 911 call while it is happening. This allows officers to hear, firsthand, information that influences a dispatchers decision making. This information allows officers prepare effective de-escalation techniques and provides information for situation awareness.

**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 reimbursement to Sparks PSAP for Live911 SOFTWARE annual fee, for a cost not to exceed \$15,000.

**POSSIBLE MOTION**

Move to approve that the E911 Emergency Response Advisory Committee approve the request for reimbursement to Sparks PSAP for Live911 SOFTWARE annual fee, for a cost not to exceed \$15,000.



## LIVE911 RENEWAL AGREEMENT

Date: August 8, 2023

Customer: City of Sparks

Live911 Solution - 15 Licenses	Price
Base Software and 5 Concurrent Licenses	\$ 6,000
Additional Concurrent Licenses: 10 (\$900 each)	\$ 9,000
<b>Total Annual Cost</b>	<b>\$ 15,000</b>

Service Period: September 1, 2023 – August 31, 2024.

Payment Terms: 100% payment is due within 30 days upon invoice.

The Base License fee and the Additional License fee(s) are annual recurring charges. If the renewal fees are paid, the service will continue. Maintenance and upgrades to the software are included in the renewal fees.

As part of the License maintenance, the Live911 service must have access to the HigherGround system that periodically checks on the status of the system and the currency of the licenses.

**City of Sparks**

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Authorized Signature

\_\_\_\_\_  
Print Name

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Print Title

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Date