

**DATE:** February 7, 2025  
**TO:** 9-1-1 Emergency Response Advisory Committee  
**FROM:** Chelsey Nahouraii, Communications Supervisor, Washoe County 775 333-7016,  
[cnahouraii@washoecounty.gov](mailto:cnahouraii@washoecounty.gov)  
**THROUGH:** Sheriff Darin Balaam, Washoe County Sheriff's Office

**SUBJECT:** REQUEST FOR REIMBURSEMENT FOR WASHOE COUNTY SHERIFF'S OFFICE COMMUNICATIONS PSAP: A review, discussion, and possible action to approve, deny or otherwise modify a request to fund/reimburse for the costs associated with Frontline Public Solutions Quality Assurance and Quality Improvement Tracker for the Washoe County Communications PSAP (Public Safety Answering Point) for a cost not to exceed \$1,736.44.

### **SUMMARY**

#### **FOR PRIMARY PSAP (Public Safety Answering Point) WASHOE COUNTY SHERIFF'S OFFICE COMMUNICATIONS CENTER:**

A review, discussion, and possible action to approve, deny or otherwise modify a request to fund/reimburse the Washoe County Sheriff's Communications PSAP for the costs associated with Frontline Public Solutions Quality Assurance and Quality Improvement Tracker for the Washoe County Communications PSAP (Public Safety Answering Point) for a cost not to exceed \$1,736.44.

### **NRS APPLICABLE:**

NRS 244A.7645 Provides approval of costs associated with purchasing, leasing, or renting the equipment and software necessary to operate the enhanced telephone system, including, without limitation, equipment and software that identify the number or location from which a call is made, upgrade and replacement of equipment necessary for the operation of the enhanced telephone system.

### **STAKEHOLDER REVIEW(s)**

Stakeholder is a primary Public Safety Answering Points (PSAP) – Washoe County Sheriff's Office Communications.

### **PREVIOUS ACTION & BACKGROUND**

The E911 Committee first approved the funding for the International Academy of Emergency Dispatching protocols for Washoe County PSAP in 1999 and has approved the annual cost/fees each year following.

### **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 to fund/reimburse Washoe County Sheriff's Office Communications Center (PSAP) for the costs associated with Frontline Public Solutions Quality Assurance and Quality Improvement Tracker for the Washoe County Communications PSAP (Public Safety Answering Point) for a cost not to exceed \$1,736.44.

**POSSIBLE MOTION**

Move that the E911 Emergency Response Advisory Committee approves the request to fund/reimburse Washoe County Sheriff's Office Communications Center (PSAP) for the costs associated with Frontline Public Solutions Quality Assurance and Quality Improvement Tracker for the Washoe County Communications PSAP (Public Safety Answering Point) for a cost not to exceed \$1,736.44.

**Felter, Jennifer**

**From:** notifications@frontlinepss.com  
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**To:** Felter, Jennifer  
**Cc:** Sheriff - Communications -- Supervisors  
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Date: 02/07/2025

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**Bill To:**

Jenn Felter  
Washoe County Sheriff  
5195 Spectrum Blvd  
Reno, NV - 89512  
United States  
felter@washoecounty.gov  
775-333-7000

**Front Line Sales Representative :**

Mike Celano  
Frontline Public Safety Solutions  
**630-613-9763**  
[mcelano@frontlinepss.com](mailto:mcelano@frontlinepss.com)

Qty	Time	Description		Cost
1	Year/s	Quality Assurance / Quality Improvement Evaluation  Cloud-based software designed to easily assess and track employees QA and QI standards  - Manage and Customize your Roster, Questions, Categories and Forms - Easily Track and Log Employee progress - Appealing Dashboard shows where you Agency is Succeeding and where they need Improvement - Share information easily within the Document Library	\$1,736.44	\$1,736.44

	- Run Reports by Employee Performance, Evaluation Form, Date Range and more  1 Year – Single Agency Annual Renewal		
<b>Make Checks Payable to:</b> Frontline Public Safety Solutions PO Box 387, Lockport, IL. 60441		<b>Annual Fee</b>	<b>\$1,736.44</b>

## INVOICE

### Bill To:

Jenn Felter  
Washoe County Sheriff  
5195 Spectrum Blvd  
Reno,NV - 89512  
United States  
jfelter@washoecounty.gov 775-333-7000

### Front Line Sales Representative :

Ethan Laird  
Frontline Public Safety Solutions  
ethan@frontlinepss.com  
630-613-9763

### Order Details

Invoice Date: 03-14-2025  
Purchase Order #:  
Payment Term:

Thank you for this opportunity! Below is the invoice that you have requested. Please pay from this invoice or contact me with any further questions.

Time	Description	Yearly Cost	Total Cost
1 Year/s	Quality Assurance / Quality Improvement Evaluation  Cloud-based software designed to easily assess and track employees QA and QI standards  - Manage and Customize your Roster, Questions, Categories and Forms - Easily Track and Log Employee progress - Appealing Dashboard shows where you Agency is Succeeding and where they need Improvement - Share information easily within the Document Library - Run Reports by Employee Performance, Evaluation Form, Date Range and more  1 Year – Single Agency Annual Renewal	\$1,736.44	\$1,736.44
<b>Make Checks Payable to:</b> Frontline Public Safety Solutions PO Box 387 Lockport, IL 60441		<b>TOTAL</b>	<b>\$1,736.44</b>

For Accounting and Vendor Setup : [info@frontlinepss.com](mailto:info@frontlinepss.com)