

DATE: March 3rd, 2025

TO: 911 Emergency Response Advisory Committee

FROM: Cody Shadle, City of Reno Public Safety Dispatch, Director shadlec@reno.gov & Connie Shepperd, Sparks Police Department, Police Services Managers cshepperd@cityofsparks.us

THROUGH: N/A

SUBJECT: REQUEST FOR FUNDING FOR CITY OF RENO PUBLIC SAFETY DISPATCH PRIMARY PSAP (Public Safety Answering Point) & SPARKS POLICE DEPARTMENT PSAP FOR PROQA SOFTWARE LICENSING: [For Possible Action] - A review, discussion and possible action to approve, deny or otherwise modify a request to fund the costs associated with purchasing and implementing additional language, United States Spanish (USS), software licenses for use with Priority Dispatch ProQA Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD) protocols for a total amount not to exceed \$11,000.

SUMMARY

REQUEST FOR FUNDING FOR CITY OF RENO PUBLIC SAFETY DISPATCH PRIMARY PSAP (Public Safety Answering Point) & SPARKS POLICE DEPARTMENT PSAP FOR PROQA SOFTWARE LICENSING [For Possible Action]:

A review, discussion and possible action to approve, deny or otherwise modify a request to fund the costs associated with purchasing and implementing additional language, United States Spanish (USS), software licenses for use with Priority Dispatch ProQA Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD) protocols for a total amount not to exceed \$11,000.

Reno Public Safety Dispatch	USS ProQA EMD	\$4,400.00
Reno Public Safety Dispatch	USS ProQA EFD	\$4,400.00
Sparks Police Department	USS ProQA EFD	\$2,200.00
Total:		\$11,000.00

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 primary Public Safety Answering Points (PSAPs) – City of Reno Public Safety Dispatch & Sparks Police Department

PREVIOUS ACTION&BACKGROUND

On January 16th, 2025, the 911 Emergency Response Advisory Committee approved the funding to purchase United States Spanish (USS) language software licensing for Priority Dispatch ProQA EMD & EFD for Washoe County Sheriff's Office Communications PSAP.

On November 21, 2024, the 911 Emergency Response Advisory Committee approved the reimbursement for Priority Dispatch ProQA EMD (licensing and maintenance) for the City of Reno Public Safety Dispatch PSAP.

On March 21, 2024, the 911 Emergency Response Advisory Committee approved the reimbursement for Priority Dispatch ProQA EFD (licensing and maintenance) for the Sparks Police Department PSAP.

On January 16, 2020, the 911 Emergency Response Advisory Committee approved the funding request to purchase two (4) Harris Symphony Consoles for Sparks Police Department Communication's Center.

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 fund the costs associated with purchasing and implementing additional language, United States Spanish (USS), software licenses for use with Priority Dispatch ProQA Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD) protocols for a total amount not to exceed \$11,000.

POSSIBLE MOTION

Move that the E911 Emergency Response Advisory Committee approve the request to to fund the costs associated with purchasing and implementing additional language, United States Spanish (USS), software licenses for use with Priority Dispatch ProQA Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD) protocols for a total amount not to exceed \$11,000.

QUOTE

110 Regent Street, Suite 500
Salt Lake City, UT 84111
USA
www.prioritydispatch.net
Prepared By: Kayla Green
Phone: (800) 363-9127
Direct:
Email: kayla.green@prioritydispatch.net

Agency: Sparks Police Department
Agency ID#: 11989
Quote #: Q-78158
Date: 4/8/2025
Offer Valid Through: 5/29/2025
Payment Terms: Net 30

Currency: USD

Bill To:
Sparks Police Department
1701 E. Prater Way
Sparks, Nevada 89434
United States

Ship To:
Sparks Police Department
1701 E. Prater Way
Sparks, Nevada 89434
United States

Product	Discipline	Qty	Amount
ProQA Production/Live License Automated calltaking software	Medical	1	USD 2,200.00

Quote Notes

Subtotal	USD 2,200.00
Discount	USD 0.00
Total	USD 2,200.00

Subtotal	USD 2,200.00
Total	USD 2,200.00

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/>

"To lead the creation of meaningful change in public safety and health."

QUOTE

110 Regent Street, Suite 500
Salt Lake City, UT 84111
USA
www.prioritydispatch.net
Prepared By: Kayla Green
Phone: (800) 363-9127
Direct:
Email: kayla.green@prioritydispatch.net

Agency: City of Reno
Agency ID#: 5498
Quote #: Q-78310
Date: 2/6/2025
Offer Valid Through: 6/6/2025
Payment Terms: Net 30
Currency: USD

Bill To:
City of Reno
Attn To: Joanna Aitken
PO Box 1900
Reno, Nevada 89505
United States

Ship To:
City of Reno
5195 Spectrum Blvd

Reno, Nevada 89512
United States

Product	Discipline	Qty	Amount
ProQA Production/Live License Automated calltaking software	Medical;Fire	2	USD 8,800.00

Quote Notes

Subtotal	USD 8,800.00
Discount	USD 0.00
Total	USD 8,800.00

Subtotal	USD 8,800.00
Total	USD 8,800.00

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

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FW: EFD Question - Spanish Version ?

From Shepperd, Connie <cshepperd@cityofsparks.us>

Date Wed 3/5/2025 8:32 AM

To Cody Shadle <ShadleC@reno.gov>

Email on quote.



Connie Shepperd
Police Services Manager
Sparks Police

Phone: 775-353-2304

Fax : 775-353-2491

Email: cshepperd@cityofsparks.us

1701 E. Prater Way
Sparks, NV 89434

www.sparkspolice.com



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From: Tim Martin <Tim.Martin@prioritydispatch.net>

Sent: Friday, January 24, 2025 9:34 AM

To: Shepperd, Connie <cshepperd@cityofsparks.us>

Subject: RE: EFD Question - Spanish Version ?

This Message Is From an External Sender

[NOTICE: This message came from outside City of Sparks -- DO NOT CLICK on links or open attachments unless you are sure the content is safe.]

Hi Connie,

Thanks for your patience while I've been traveling this week. Sense you only have the 1 Spanish speaker, let's start you out with only 1 USS ProQA. That's going to be \$2,200 even.

Let me know if you're ready to push that through and we'll get an official quote sent your way asap.

Thanks,

Tim Martin
385.715.0771

From: Shepperd, Connie <cshepperd@cityofsparks.us>
Sent: Wednesday, January 22, 2025 9:16 AM
To: Tim Martin <Tim.Martin@prioritydispatch.net>
Subject: RE: EFD Question - Spanish Version ?

We have 10 licenses and 1 Spanish speaking dispatcher.



Connie Shepperd
Police Services Manager
Sparks Police

Phone: 775-353-2304
Fax : 775-353-2491
Email: cshepperd@cityofsparks.us

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From: Tim Martin <Tim.Martin@prioritydispatch.net>
Sent: Tuesday, January 21, 2025 7:01 PM
To: Shepperd, Connie <cshepperd@cityofsparks.us>
Subject: Re: EFD Question - Spanish Version ?

This Message Is From an External Sender

April 17, 2025, E911 Committee Meeting

[NOTICE: This message came from outside City of Sparks -- DO NOT CLICK on links or open attachments unless you are sure the content is safe.]

Hi Connie,

I'm traveling with his week, but remind me if you could, how many ProQA licenses do you have and how many Spanish speaking dispatchers do you have?

Get [Outlook for iOS](#)

From: Shepperd, Connie <cshepperd@cityofsparks.us>

Sent: Tuesday, January 21, 2025 5:46:54 PM

To: Tim Martin <Tim.Martin@prioritydispatch.net>

Subject: EFD Question - Spanish Version ?

Hi Tim,

I have a few questions regarding EFD.

Is there a Spanish version of EFD?

If Yes:

- Could I get a quote for 1 fluid Spanish speaking operator?
- How would the license work? Would the operator be able to pull up the Spanish version of EFD from any dispatch position?
- Would these Spanish calls still be able to be QC'd under our agreement with you?

Thank you.



Connie Shepperd
Police Services Manager
Sparks Police

Phone: 775-353-2304

Fax : 775-353-2491

Email: cshepperd@cityofsparks.us

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