

**DATE:** February 6, 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modify a request to fund/reimburse for the costs associated with upgrading and/or replacing existing damaged or outdated versions of the current card trays and pilot guides from the International Academy of Emergency Dispatching (IAED) with new updated manual versions of EFD (4 sets for EFD and 3 Pilot Guides) for the Washoe County Communications PSAP (Public Safety Answering Point) for a cost not to exceed \$1,437.00.

### **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 purchase of Four (4) IAED EFD manual cards trays and parts, and five (5) Pilot guides. A review, discussion, and possible action to approve, deny or otherwise modify a request to fund/reimburse a total amount not to exceed: \$1,437.00.

### **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**

In September 2020 the E-911 Advisory Board approved the ESP funding for Washoe County Sheriff's Office. Each year the 911 Emergency Response Advisory Committee has approved the funding/reimbursement of the reoccurring annual costs for the IAED Platinum ESP Package subscription.

The package includes updates, telephone IT support and upgrades for all annual renewing products including the Priority Dispatch System Software Suite (ProQA, AQUA and XLerator), Backup Cardsets/Tablets, Reference Guides, Online College subscription access and up to 2 onsite or remote Tech, Consulting, Protocol or Software Refresher or Continuing Education Training Day annually.

**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 updating and/or replacing existing damaged or outdated IAED protocol backup cards, trays and parts in an amount not to exceed: \$1,437.00.

**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 updating and/or replacing existing damaged or outdated IAED protocol backup cards, trays and parts in an amount not to exceed: \$1,437.00.

## Felter, Jennifer

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**From:** Priority Dispatch <sales.support@prioritydispatch.net>  
**Sent:** Monday, January 6, 2025 11:09 AM  
**To:** Felter, Jennifer  
**Subject:** FPDS V8.0 Cardset Update and Tray Inquiry  
**Categories:** Just to me

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# Priority Dispatch

Jennifer,

We are currently processing the FPDS V8.0 cardset update orders and wanted to reach out regarding your tray requirements. If you currently have beige trays, please note that the new updates will not fit.

Before we send your updates, please let us know if you need the new black cardset trays. If you're interested in pilot guides, you can choose to purchase them now instead of the trays. If you'd like to have both, simply reply to this email, and we'll be happy to prepare a quote for you.

#### Pricing:

- Pilot Guides: \$199 each
- Black Trays for Card Sets: \$210 each

Lastly, if you have any Protocol Tablets that need to be updated, please contact [Software.Support@prioritydispatch.net](mailto:Software.Support@prioritydispatch.net), and they will be happy to assist you.

Please respond to this email and let us know how you'd like to proceed.

## Priority Dispatch

### **Priority Dispatch**

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