

DATE: April 28, 2025
TO: 911 Emergency Response Advisory Committee
FROM: Cody Shadle, Director, Reno Public Safety Dispatch
SUBJECT: REQUEST FOR FUNDING FOR SCRIBE TRAINING AND DOCUMENTATION DEVELOPMENT 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 procuring licensing for Scribe Training and Documentation Software for use with the implementation and maintenance of the Hexagon OnCall CAD Solution, for a one-year amount not to exceed \$34,692.00; and if approved forward such recommendation to the Board of County Commissioners.

SUMMARY

A review, discussion and possible action to approve, deny or otherwise modify a request to fund the costs associated with procuring licensing for Scribe Training and Documentation Software for use with the implementation and maintenance of the Hexagon OnCall CAD Solution, for a one-year amount not to exceed \$34,692.00; and if approved forward such recommendation to the Board of County Commissioners.

Nevada Revised Statutes (NRS) 244A.7645 3.A.3 authorizes the use of E911 surcharge funds for “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;” and “Paying costs associated with any maintenance, upgrade and replacement of equipment and software necessary for the operation of the enhanced telephone system.”

Each of the local Public Safety Answering Points (PSAPs), in collaboration with local law enforcement and fire agencies are engaged in the replacement and implementation of Hexgaon’s OnCall Dispatch CAD software platform. The implementation and on-going maintenance of this project requires accurate documentation and training materials to be developed and maintained by the end user agencies. The regional implementation team has identified Scribe Training and Documentation Software as a valuable resource and necessity for successful implementation and deployment of the new solution. Scribe’s Training and Documentation software will assist the implementation teams in creating necessary training, as well as the administrators to create appropriate documentation to maintain the system. Opportunities have also been identified for this product’s direct use with the enhanced 911 telephone system in creating maintenance and training documentation to support long-term success in 911 operations.

The attached quote provides sufficient licensing for each user agency both to create content and deliver training that will be necessary for production go-live.

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, Washoe County Sheriff's Office Emergency Communications, as well as Reno Fire Department, Reno Police Department, Sparks Fire Department, Sparks Police Department, Washoe County Sheriff's Office and Truckee Meadows Fire Protection District.

PREVIOUS ACTION&BACKGROUND

September 19, 2024, the 911 Emergency Response Advisory Committee approved funding for change order one (1) for upgrade of the regional Computer Aided Dispatch (Hexagon OnCall Dispatch CAD).

On January 12th, 2024, the 911 Emergency Response Advisory Committee approved the fiscal year 2024/2025 E911 Budget which included funds appropriated for the unified regional Computer Aided Dispatch system.

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, deny or otherwise modify a request to fund the costs associated with procuring licensing for Scribe Training and Documentation Software for use with the implementation and maintenance of the Hexagon OnCall CAD Solution, for a one-year amount not to exceed \$34,692.00; and if approved forward such recommendation to the Board of County Commissioners.

POSSIBLE MOTION

Move that the E911 Emergency Response Advisory Committee approve, deny or otherwise modify a request to fund the costs associated with procuring licensing for Scribe Training and Documentation Software for use with the implementation and maintenance of the Hexagon OnCall CAD Solution, for a one-year amount not to exceed \$34,692.00; and if approved forward such recommendation to the Board of County Commissioners.



Colony Labs Inc. DBA Scribe
427 Brannan Street
San Francisco, CA 94107
USA

Official Quote

Customer

Name Cody Shadle
Company City of Reno
Address
City
State, Zip
Country

Details

Date Proposed 4/30/2025
Quote Expiration
Period 6/2/2025 - 6/1/2026
Currency USD

Product	Description	Quantity	Monthly Price (Per Unit)	Contract Amount (USD)
Core Management Module	Core: Advanced security and authenticated viewers	1.00	\$1,095.00	\$13,140.00
Viewer License	Authenticated Viewers + Sidekick Access	1,000.00	\$0.00	\$0.00
Creator Licenses: 1-10	Authorized users with ability to create Scribes	10.00	\$39.00	\$4,680.00
Creator Licenses: 11-50	Authorized users with ability to create Scribes	38.00	\$37.00	\$16,872.00
Total Quote				\$34,692.00

Sales tax is calculated separately and is not reflected in the subtotal. Any applicable taxes will be added to the final invoice.

Note: Additional licenses will be co-terminus with the original order form and automatically discounted according to the total number of outstanding licenses per the below schedule:

Available on Core and Grid only

Seat Tiers			Monthly Price	Annual Price
0	to	10	\$39.00	\$468.00
11	to	50	\$37.00	\$444.00
51	to	100	\$35.00	\$420.00
101	to	250	\$33.00	\$396.00
251	to	500	\$32.00	\$384.00
501	to	1000	\$30.00	\$360.00
1001	to	2500	\$29.00	\$348.00
2501	to	∞	\$27.00	\$324.00