

DATE: September 2, 2025

TO: 911 Emergency Response Advisory Committee

FROM: Erick Willrich, Technology Coordinator, Washoe County Technology Services
775-328-2321, ewillrich@washoecounty.gov

THROUGH: Behzad Zamanian, Chief Information Officer, Technology Services

SUBJECT: REQUEST FOR REIMBURSEMENT: [For Possible Action] A review, discussion, and possible action to approve, deny, or otherwise modify a request for reimbursement for one (1) Digi-Device (DIG-EZ08-A100-US). The device supports the interface to Intrado (ANI/ALI) and Text-to-911 services for Washoe County, City of Reno, City of Sparks, and REMSA. At a cost not to exceed \$1,683.00 (\$1,648.00-device and \$35.00-freight).

SUMMARY

A review, discussion, and possible action to approve, deny, or otherwise modify a request for reimbursement for one (1) Digi-Device (DIG-EZ08-A100-US). The device supports the interface to Intrado (ANI/ALI) and Text-to-911 services for Washoe County, City of Reno, City of Sparks, and REMSA. At a cost not to exceed \$1,683.00 (\$1,648.00-device and \$35.00-freight).

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.”

The local Public Safety Answering Points (PSAPs) connect to and utilize Intrado, which enables call handlers to receive, share, and store video, data, and text files and content. Additionally, the Text-2-911 translation includes information related to hearing/speech impairments, as well as sociological support, for phone calls, with a strong preference for text. This is a primary notification system for dispatch, requiring an interface between the Hexagon OnCall Computer-Aided Dispatch Software and the Intrado system to communicate with the public.

The referenced interface in the attached quote will provide service for the City of Reno, City of Sparks, Washoe County, and REMSA.

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 Answering Points (PSAP) – City of Reno-Communications, City of Sparks-Communications, Washoe County Sheriff’s Office Communications, and REMSA-Communications.

PREVIOUS ACTION BACKGROUND

NONE

FISCAL IMPACT

The Enhanced 911 Fund is a special revenue fund that receives revenue pursuant to NRS 244A.7643 in the form of telephone surcharges collected to support the emergency reporting system, “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.”

Expected Expenses are \$1,683.00 (\$1,648.00-device and \$35.00-freight).

RECOMMENDATION

It is recommended that the E911 Emergency Response Advisory Committee approve the request for the reimbursement costs associated with one (1) Digi-Device (DIG-EZ08-A100-US). The device supports the interface to Intrado (ANI/ALI) and Text-to-911 services for Washoe County, City of Reno, City of Sparks, and REMSA. At a cost not to exceed \$1,683.00 (\$1,648.00-device and \$35.00-freight).

POSSIBLE MOTION

Should the Committee agree with the recommendation, a possible motion would be:

“I move to approve the request for the reimbursement costs associated with one (1) Digi-Device (DIG-EZ08-A100-US). The device supports the interface to Intrado (ANI/ALI) and Text-to-911 services for Washoe County, City of Reno, City of Sparks, and REMSA. At a cost not to exceed \$1,683.00 (\$1,648.00-device and \$35.00-freight); and if approved, forward such recommendation to the Board of County Commissioners.



3 Middlebury Blvd
Suite 14
Randolph, NJ 07869
Phone: (844) 622-6636

Invoice:	INV-149121
Inv Date:	8/14/2025
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BILL TO:

Washoe County
Accounts Payable 1001 E 9th St Bldg D-200 Reno, NV 89512 P: (775) 858-5951

SHIP TO:

Washoe County
Braedyn Kelly 230 Edison Way Reno, NV 89502 P: (775) 858-5951

Purchase Order #	Customer ID	Ship Method	Tracking Number	Order
MITCH 8/11	000542	FEDEX GROUND	414161852560	SO-153141

Quantity Ordered	Quantity Shipped	Quantity BO	UOM	Item Number	Description	Price	Extended Price
1	1	0	EA	DIG-EZ08-A100-US	Digi International EZ 8 serial server, 8 RS-232 serial ports	\$1,648.00	\$1,648.00

Serial Numbers: SEZ08-001091

***** PAID BY CC *****

Subtotal	\$1,648.00
Misc	\$0.00
Tax	\$0.00
Freight	\$35.00
Total	\$1,683.00
Total Due	\$0.00