

DATE: August 19, 2025
TO: 911 Emergency Response Advisory Committee
FROM: Jenn Felter, Communications Manager, Washoe County 775/333-7017,
jfelter@washoecounty.gov
THROUGH: Sheriff Darin Balaam, Washoe County Sheriff's Office
SUBJECT: REQUEST FOR RECERTIFICATION TRAINING FOR WASHOE COUNTY SHERIFF'S OFFICE COMMUNICATIONS PSAP: A review, discussion, and possible action to approve, deny, or otherwise modify a request to reimburse for the costs associated with International Academy of Emergency Dispatching EMD/EPD/EFD on-line software training re-certifications and/or retests for half our combined Washoe County Communications Specialist and Communications Call Taker staff for a total not to exceed \$2,500.00

SUMMARY

PUBLIC SAFETY TRAINING CONFERENCE FOR PRIMARY PSAP (Public Safety Answering Point) **WASHOE COUNTY SHERIFF'S OFFICE COMMUNICATIONS:**

A review, discussion, and possible action to approve, deny, or otherwise modify a request to reimburse for the costs associated with International Academy of Emergency Dispatching EMD/EPD/EFD on-line software training re-certifications and/or retests for half our combined Washoe County Communications Specialist and Communications Call Taker staff for a total not to exceed \$2,500.00.

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 the primary Public Safety Answering Points (PSAP) – Washoe County Sheriff's Office Communications, City of Reno Emergency Communications Center, and City of Sparks Emergency Communications Center.

PREVIOUS ACTION BACKGROUND

In the E911 Emergency Response Advisory board meeting November 2024 the Board approved funding to reimburse the County for same/like classes.

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. Budget authority exists within the E911 Fund to the travel and training to the public safety training conferences for registrations, seminars and meetings.

RECOMMENDATION

It is recommended that the E911 Emergency Response Advisory Committee approve the request to reimburse all costs associated with International Academy of Emergency Dispatching EMD/EPD/EFD Staff re-certifications and retests on-line training courses to Washoe County Sheriff's Office Communications Center in an amount not to exceed \$2,500.00.

POSSIBLE MOTION

Move to approve the recommendation to reimburse associated costs for staff recertification and retests for IAED EMD/EFD/EPD in an amount not to exceed \$2,500.00.



EPD v7.0 OUTEC v1.0 Remote

Course Language

Average Rating ★★★★★

- Overview
- Lessons
- Class List**

Start Date 10/30/2024 End Date 11/29/2024

Language Select a Language Country USA

Virtual Classes ☒ On-Premise Classes ☒

CLEAR SEARCH

Course Number	Class Name	Date	Time	Time Zone	Venue	Seats Remaining	Instructor	Price	
301823	EPD v7.0 OUTEC v1.0 Remote - 301823 -...	11/4/2024 - 11/7/2024	5:00:00 AM - 9:00:00 AM	(GMT-07:00) Mountain Time (US & Canada)	Remote Classroom 06	8	Juliane Day	[USD] USD \$425.00	Add to Cart
301828	EPD v7.0 OUTEC v1.0 Remote - 301828 -...	11/4/2024 - 11/7/2024	11:00:00 AM - 3:00:00 PM	(GMT-07:00) Mountain Time (US & Canada)	Remote Classroom 06	1	Cecilia (Bonnie) Johnston	[USD] USD \$425.00	Add to Cart



EPD-Q PS 10.1 PPDS v7 Remote

Course Language

Average Rating ★★★★★

- Overview
- Lessons
- Class List**
- Prerequisites

Start Date 10/30/2024 End Date 11/29/2024

Language Select a Language Country USA

Virtual Classes ☒ On-Premise Classes ☒



Course Number	Class Name	Date	Time	Time Zone	Venue	Seats Remaining	Instructor	Price	
301819	EPD-Q PS 10.1 PPDS v7 Remote - 301819...	11/11/2024 - 11/14/2024	7:00:00 AM - 11:00:00 AM	(GMT-07:00) Mountain Time (US & Canada)	Remote Classroom 05	8	Jonathan Slattery	[USD] USD \$655.00	Add to Cart
302002	EPD-Q PS 10.1 PPDS v7 Remote - 302002...	11/24/2024 - 11/27/2024	12:00:00 PM - 4:00:00 PM	(GMT-07:00) Mountain Time (US & Canada)	Remote Classroom 05	11	Joan Villa	[USD] USD \$655.00	Add to Cart



EFD v7 OUTEC Remote

Course Language

Average Rating ★★★★★

Overview

Lessons

Class List

Start Date 10/30/2024

End Date 11/29/2024

Language Select a Language

Country USA

Virtual Classes ☒ On-Premise Classes ☒

CLEAR

SEARCH

Course Number	Class Name	Date	Time	Time Zone	Venue	Seats Remaining	Instructor	Price	
301745	EFD v7 OUTEC Remote - 301745 - Open C...	11/4/2024 - 11/7/2024	4:00:00 PM - 8:00:00 PM	(GMT-07:00) Mountain Time (US & Canada)	Remote Classroom 04	7	Fred Heinrich	[USD] USD \$425.00	Add to Cart
301808	EFD v7 OUTEC Remote - 301808 - Open C...	11/5/2024 - 11/8/2024	12:00:00 PM - 4:00:00 PM	(GMT-07:00) Mountain Time (US & Canada)	Remote Classroom 13	2	Richard Lindfors	[USD] USD \$425.00	Add to Cart



EFD-Q PS 10.1 FPDS v7 Remote

Course Language

Average Rating ★★★★★

Overview

Lessons

Class List

Prerequisites

Start Date 10/30/2024

End Date 11/29/2024

Language Select a Language

Country USA

Virtual Classes ☒ On-Premise Classes ☒

CLEAR

SEARCH

Course Number	Class Name	Date	Time	Time Zone	Venue	Seats Remaining	Instructor	Price	
301818	EFD-Q PS 10.1 FPDS v7 Remote - 301818...	11/4/2024 - 11/7/2024	12:00:00 PM - 4:00:00 PM	(GMT-07:00) Mountain Time (US & Canada)	Remote Classroom 05	8	Janine Hallow	[USD] USD \$655.00	Add to Cart
301829	EFD-Q PS 10.1 FPDS v7 Remote - 301829...	11/18/2024 - 11/21/2024	7:00:00 AM - 11:00:00 AM	(GMT-07:00) Mountain Time (US & Canada)	Remote Classroom 05	5	Joan Villa	[USD] USD \$655.00	Add to Cart



EMD v14 OUTEC v1.0 Remote

Course Language

Average Rating ★★★★★

- Overview
- Lessons
- Class List**

Start Date End Date

Language Country

Virtual Classes ☒ On-Premise Classes ☒

Course Number	Class Name	Date	Time	Time Zone	Venue	Seats Remaining	Instructor	Price	
301721	EMD v14 OUTEC v1.0 Remote - 301721 - ...	11/4/2024 - 11/13/2024	12:00:00 AM - 4:00:00 AM	(GMT-07:00) Mountain Time (US & Canada)	Remote Classroom 02	10	Wesley Carter	[USD] USD \$425.00	<input type="button" value="Add to Cart"/>
301731	EMD v14 OUTEC v1.0 Remote - 301731 - ...	11/4/2024 - 11/13/2024	5:00:00 AM - 9:00:00 AM	(GMT-07:00) Mountain Time (US & Canada)	Remote Classroom 03	1	Charles Stewart	[USD] USD \$425.00	<input type="button" value="Add to Cart"/>



EMD-Q PS 10.1 MPDS v14 Remote

Course Language

Average Rating ★★★★★

- Overview
- Lessons
- Class List**
- Prerequisites

Start Date End Date

Language Country

Virtual Classes ☒ On-Premise Classes ☒

Course Number	Class Name	Date	Time	Time Zone	Venue	Seats Remaining	Instructor	Price	
301827	EMD-Q PS 10.1 MPDS v14 Remote - 30182...	11/11/2024 - 11/14/2024	12:00:00 PM - 4:00:00 PM	(GMT-07:00) Mountain Time (US & Canada)	Remote Classroom 05	10	Gregory Scott	[USD] USD \$655.00	<input type="button" value="Add to Cart"/>
301999	EMD-Q PS 10.1 MPDS v14 Remote - 30199...	11/18/2024 - 11/21/2024	12:00:00 PM - 4:00:00 PM	(GMT-07:00) Mountain Time (US & Canada)	Remote Classroom 05	10	Gregory Scott	[USD] USD \$655.00	<input type="button" value="Add to Cart"/>

IAED Training Recipients:

Supervising Communication Specialists, Chelsey Nahouraii

Communications Call Taker, Catherine Van Dellen

Communications Specialist, Ryan Maloney

Communications Specialist, Krista Bates