

**DATE:** 5/11/2026  
**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.

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### **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.