

DATE: April 29, 2026

TO: 911 Emergency Response Advisory Committee

FROM: Cody Shadle, City of Reno Public Safety Dispatch, Director, shadlec@reno.gov
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SUBJECT: REQUEST FOR PRE-APPROVAL OF REIMBURSEMENT FOR CITY OF RENO PUBLIC SAFETY DISPATCH, CITY OF SPARKS POLICE DEPARTMENT DISPATCH PRIMARY PSAP(Public Safety Answering Point) FOR GOVWORX COMMS COACH TRAINING AND QUALITY ASSURANCE SOFTWARE [For Possible Action] - A review, discussion and possible action to approve, deny or otherwise modify a request to pre-approve reimbursement of the costs associated with procurement and implementations of GovWorx Comms Coach Training and Quality Assurance software solution, for a total annual amount not to exceed \$75,000.00.

SUMMARY

REQUEST FOR PRE-APPROVAL OF REIMBURSEMENT FOR CITY OF RENO PUBLIC SAFETY DISPATCH AND CITY OF SPARKS POLICE DEPARTMENT DISPATCH PRIMARY PSAP(Public Safety Answering Point) FOR GOVWORX COMMS COACH TRAINING AND QUALITY ASSURANCE SOFTWARE [For Possible Action] - A review, discussion and possible action to approve, deny or otherwise modify a request to pre-approve reimbursement of the costs associated with procurement and implementation of GovWorx Comms Coach Training and Quality Assurance software solution, for a total annual amount not to exceed \$75,000.00

GovWorx Comms Coach QA Train and SIMS software provides an automated and integrated solution for conducting consistent Quality Assurance reviews on all 9-1-1 calls, as well as providing real-life 9-1-1 simulation-based training for 9-1-1 personnel. The software leverages AI-powered simulations, targeted evaluations, and guided development, helping telecommunicators grow their skills, improve readiness and strengthen performance within the 9-1-1 system.

This Staff Report combines duplicate requests from the City of Sparks and the City of Reno for like services.

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 (PSAP) – City of Reno Public Safety Dispatch and City of Sparks Police Department Dispatch.

PREVIOUS ACTION&BACKGROUND

On March 19, 2026, the 911 Emergency Response Advisory Committee approved the reimbursement of costs associated with annual renewal of Priority Dispatch EMD Q Plus Licensing (Quality Assurance) for the City of Reno Public Safety Dispatch.

On July 17, 2025, the 911 Emergency Response Advisory Committee approved the reimbursement of costs associated with Priority Dispatch EFD Quality Performance Review Services for the City of Sparks Police Department Dispatch.

On April 17, 2025, the 911 Emergency Response Advisory Committee approved the reimbursement of costs associated with Frontline Public Solutions Quality Assurance and Quality Improvement Tracker for the Washoe County Sheriff's Office.

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 the request for pre-approval of reimbursement for City of Reno Public Safety Dispatch and City of Sparks Police Department Dispatch (PSAP) for the costs associated with procurement and implementation of GovWorx Comms Coach Training and Quality Assurance software solution, for a total annual amount not to exceed \$75,000.00.

POSSIBLE MOTION

Move that the E911 Emergency Response Advisory Committee approve the request for pre-approval of reimbursement for City of Reno Public Safety Dispatch and City of Sparks Police Department Dispatch (PSAP) for the costs associated with procurement and implementation of GovWorx Comms Coach Training and Quality Assurance software solution, for a total annual amount not to exceed \$75,000.00