

## May 21, 2026, E911 Committee Meeting

**DATE:** April 13, 2026  
**TO:** 911 Emergency Response Advisory Committee  
**FROM:** Richard J. Edwards, Fire Chief, Truckee Meadows Fire Protection District  
Email: [redwards@tmfpd.us](mailto:redwards@tmfpd.us) Phone: (775) 326-6000  
**SUBJECT:** REQUEST FOR APPROVAL FOR FUNDING to Truckee Meadows Fire Protection District for the system license renewal, services, and support of Pro-QA Priority Dispatch Fire Software licensing for Emergency Fire Dispatch services effective August 20, 2025, for one year in an amount not to exceed \$15,000.

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### **SUMMARY**

A review, discussion, and possible action to approve a request for funding to Truckee Meadows Fire Protection District (TMFPD) for the system license renewal, services, and support of Pro-QA Priority Dispatch Fire Software licensing for Emergency Fire Dispatch (EFD) services for a cost not to exceed \$15,000.

### **BACKGROUND**

The Pro-QA EFD software takes the science of structured call processing to the fire-rescue environment, similar to the Emergency Medical Dispatch (EMD) process that is used during medical emergencies. The Protocols use logic-based Case Entry and Key Question interrogation to prioritize responses safely and accurately to fire-rescue incidents. Post-Dispatch and Pre-Arrival Instructions can be provided to 911 callers at the scene, thereby improving scene safety and response effectiveness. Benefits include:

- Improved quality of service to the caller
- Correct identification of incident types
- Assignment of needed resources
- Improved scene safety
- Effective Dispatch Life Support
- Prioritization of calls & appropriate response levels

In addition to TMFPD, this software is currently being utilized by Washoe Dispatch, the City of Sparks Fire Department, and the City of Reno Fire Department. This renewal is and will be required to continue and maintain the same level of 911 caller interrogation and pre-arrival instructions. With the approval of this system license renewal to include service and support, the same software and systems will continue to be available throughout the region, with data available across jurisdictions to mutual aid agencies.

### **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 solely Truckee Meadows Fire Protection District.

**PREVIOUS ACTION**

September 23, 2021, the E911 Emergency Response Advisory Committee approved the funding to TMFPD for the purchase of Pro-QA Priority Dispatch Fire Software licensing, training, quality assurance, support, accreditation, and other costs associated with implementing EFD services for a cost not to exceed \$148,244.00.

November 17, 2022 (effective August 20, 2022), May 16, 2024 (effective August 10, 2023) and March 20, 2025 (effective August 20, 2024) the E911 Emergency Response Advisory Committee approved the funding to TMFPD for the renewal of Public Safety Dispatch- Pro-QA- Priority Dispatch Fire Software licensing renewal for EFD services for a cost not to exceed \$15,000.00

**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. Budget authority exists within the E911 Fund to support the system license renewal, services and Support of Pro-QA Priority Dispatch Fire Software licensing for EFD services for a cost not to exceed \$15,000.

**RECOMMENDATION**

It is recommended that the E911 Emergency Response Advisory Committee approve the request for funding to TMFPD for the system license renewal, services, and support of Pro-QA Priority Dispatch Fire Software licensing for EFD services for a cost not to exceed \$15,000.

**POSSIBLE MOTION**

Motion to approve the request for funding to TMFPD for the system license renewal, services, and support of Pro-QA Priority Dispatch Fire Software licensing for EFD services for a cost not to exceed \$15,000.



Medical Priority Consultants, Inc.  
 dba Priority Dispatch Corp  
 110 S Regent St Ste 500, Salt Lake City, UT, 84111-1997, US  
 Phone: (801) 363-9127 Fax: (801) 746-5879  
 www.prioritydispatch.net  
 accounting@prioritydispatch.net

# INVOICE

<b>Invoice Number</b>	SIN289983
<b>Invoice Date</b>	09/01/2025
<b>Service Dates</b>	09/01/25 - 08/31/26
<b>Agency ID</b>	232

### Billing Address

Truckee Meadows Fire & Rescue  
 3663 Barron Way  
 Reno, NV 89511  
 United States

### Shipping Address

REMSA  
 ATTN: Suzi Anderson 450 Edison Way  
 Reno, NV 89502-4117  
 United States

Customer Reference	Quote #	PO #	Invoice Currency	Due Date
			USD	10/01/2025

Product Name	Quantity	Total
<b>Priority Dispatch System ESP (P) F</b> <i>System License Renewal, Service &amp; Support</i> 8/20/2025 - 8/19/2026	10	\$ 15,000.00
<b>Net Total</b>		\$ 15,000.00
<b>Tax Total</b>		\$ 0.00
<b>Invoice Total</b>		\$ 15,000.00

9/16/2025  
 PO6500006987  
 810001/710212  
 Okay to Pay  
*K Paholkes*

### Payment Detail

**FEDERAL TAX ID# 87-0447422**

**Check payments:**

Medical Priority Consultants, Inc. dba Priority Dispatch Corp.  
 P.O. Box 30847  
 Salt Lake City, UT, 84130-0847

**Wire/ACH payments:**

Medical Priority Consultants, Inc. dba Priority Dispatch Corp.  
 110 South Regent Street, Suite 500  
 Salt Lake City, Utah 84111

Account Number: 002226546  
 Routing Number: 124000054  
 Swift Code: ZFNBUS55  
 Bank Name: Zions First National Bank

**Credit Card payments:** please visit <https://payment.prioritydispatch.net>

- (a 3% fee will be added for all credit card charges over \$5K)

**Remittance Email:** finance@prioritydispatch.net

**Questions or Corrections:** accounting@prioritydispatch.net