

**DATE:** 3/11/26

**TO:** 911 Emergency Response Advisory Committee

**FROM:** Shannon Hardy, Division Manager

WCSO 775 772-1052 [shardy@washoecounty.gov](mailto:shardy@washoecounty.gov)

**THROUGH:** Darin Balaam, Washoe County Sheriff

Telephone: (775) 328-3010, Email: [DBalaam@washoecounty.gov](mailto:DBalaam@washoecounty.gov)

**SUBJECT:** RECOMMENDATION TO APPROVE REIMBURSEMENT FOR: **Priority Dispatch- IAED – ProQA Training**

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**SUMMARY:**

**Priority Dispatch- IAED** - The Communications Center utilizes ProQA, the structured call-taking software developed by the International Academies of Emergency Dispatch to guide dispatchers through standardized Fire and Medical call interrogation and pre-arrival instructions. Training on ProQA ensures dispatch personnel are proficient in the proper use of the software, including case entry, protocol navigation, determinant coding, and delivery of pre-arrival instructions. Continued training supports accurate call triage, improves responder and caller safety, and ensures compliance with IAED dispatch protocol standards.

**NRS APPLICABLE: NRS 244A.7645**

Provides approval of costs associated with purchasing, leasing or renting the equipment and software necessary to operate the Communication Center.

**STAKEHOLDER REVIEW (s)**

Stakeholders are the area primary Public Safety Answering Points (PSAP) – Washoe County Sheriff's Office Communications, City of Sparks Emergency Communications and City of Reno Public Safety Dispatch, and each PSAP's contracted Agencies.

**PREVIOUS ACTION & BACKGROUND**

The current subscription auto-renews yearly.

**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 Board approve the request presented by Washoe County Sheriff's Office Communications Center, to fund the invoice amount NOT TO EXCEED: **\$5,000**

**POSSIBLE MOTION**

Move to approve that the E911 Emergency Response Advisory Board approve the request presented by Washoe County Sheriff's Office Communications Center, to fund the Annual invoice amount NOT TO EXCEED: **\$5,000**

Stamp: Sign 3/5/26

150820 | 711504

IAED E911

# INVOICE



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 Number	SIN432437
Invoice Date	03/01/2026
Service Dates	04/01/26 - 03/31/27
Agency ID	1938

### Billing Address

Washoe County Sheriff's Office Communication  
1001 E. 9th Street Attn: Accounts Payable, Bldg D-200  
Reno, NV 89512-1014  
United States

### Shipping Address

Washoe County Sheriff's Office  
Communication  
1001 E. 9th Street Attn: Accounts Payable,  
Bldg D-200  
Reno, NV 89512-3904  
United States

Customer Reference	Quote #	PO #	Invoice Currency	Due Date
	Q-72106		USD	03/31/2026

Product Name	Discipline(s)	Quantity	Total
<b>Priority Dispatch AI SkillLab: Tier 2</b> <i>Priority Dispatch AI SkillLab: ProQA call taking training simulator powered by artificial intelligence (AI) Tier 2: 6-10 positions - renewed annually</i>		1	\$ 5,000.00
<b>Net Total</b>			\$ 5,000.00
<b>Tax Total</b>			\$ 0.00
<b>Invoice Total</b>			\$ 5,000.00

Payment Detail
<b>FEDERAL TAX ID# 87-0447422</b>
<b>Check payments:</b> Medical Priority Consultants, Inc. dba Priority Dispatch Corp. P.O. Box 30847 Salt Lake City, UT, 84130-0847
<b>Wire/ACH payments:</b> 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
<b>Credit Card payments:</b> please visit <a href="https://payment.prioritydispatch.net">https://payment.prioritydispatch.net</a>  • (a 3% fee will be added for all credit card charges over \$5K)
<b>Remittance Email:</b> <a href="mailto:finance@prioritydispatch.net">finance@prioritydispatch.net</a> <b>Questions or Corrections:</b> <a href="mailto:accounting@prioritydispatch.net">accounting@prioritydispatch.net</a>

