

DATE: August 24, 2026

TO: 911 Emergency Response Advisory Committee

FROM: Cody Shadle, City of Reno Public Safety Dispatch, Director shadlec@reno.gov
775-334-2370

SUBJECT: REQUEST FOR REIMBURSEMENT FOR THE PURCHASE OF THE FOLLOWING DISPATCH EQUIPMENT; HW540 ENCOREPRO CONVERTIBLE HEADSETS QTY EIGHT (8) \$739.04 AND QTY ONE (1) \$94.69; POLY ENCOREPRO HW710 HEADSETS QTY SIX (6) \$651.48 AND QTY ONE (1) \$111.28; POLY ENCOREPRO HW 530/540 FOAM CUSHIONS QTY TEN (10) \$68.50 AND QTY SIX (6) \$30.84 ; POLY ENCOREPRO HW 530 EAR LOOPS QTY TEN (10) \$136.50 AND QTY FOUR (4) \$40.96; JBL PLX QD MUTE SWITCH QTY ONE (1) \$17.62; NOT TO EXCEED \$1,890.91 [For Possible Action] - A review, discussion and possible action to approve, deny or otherwise modify a request to reimburse the costs associated with the purchase of the following equipment; HW540 EncorePro Convertible Headsets Qty eight (8) \$739.04 and qty one (1) \$94.69; Poly EncorePro HW710 headsets qty six (6) \$651.48 and qty one (1) \$111.28; Poly EncorePro HW 530/540 foam cushions qty ten (10) \$68.50 and qty six (6) \$30.84; Poly EncorePro HW 530 Ear Loops qty ten (10) \$136.50 and qty four (4) \$40.96; JBL PLX QD mute switch qty one (1) \$17.62; not to exceed \$1,890.91.

SUMMARY

REQUEST FOR EQUIPMENT REIMBURSEMENT FOR CITY OF RENO PUBLIC SAFETY DISPATCH PRIMARY PSAP (Public Safety Answering Point) [For Possible Action] - A review, discussion and possible action to approve, deny or otherwise modify a request to reimburse the costs associated with the purchase of the following equipment; equipment; HW540 EncorePro Convertible Headsets Qty eight (8) \$739.04 and qty one (1) \$94.69; Poly EncorePro HW710 headsets qty six (6) \$651.48 and qty one (1) \$111.28; Poly EncorePro HW 530/540 foam cushions qty ten (10) \$68.50 and qty six (6) \$30.84; Poly EncorePro HW 530 Ear Loops qty ten (10) \$136.50 and qty four (4) \$40.96; JBL PLX QD mute switch qty one (1) \$17.62; not to exceed \$1,890.91.

NRS APPLICABLE: *NRS 244A.7645* Provides approval of costs associated with 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 from which a call is made, upgrade and replacement of equipment necessary for the operation of the enhanced telephone system.

STAKEHOLDER REVIEW(s)

Stakeholder is a primary Public Safety Answering Points (PSAP) – City of Reno Public Safety Dispatch.

PREVIOUS ACTION & BACKGROUND

On March 4th, 2026, the Washoe County E911 Emergency Response Advisory Committee approved reimbursement to the City of Reno Public Safety Dispatch for the cost of five (5) Poly Encore HW 540 Headsets and ten (10) Poly encore HW 710 Headsets for a total of \$1,134.40.

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 to reimburse the costs associated with the purchase of the following equipment; HW540 EncorePro Convertible Headsets Qty eight (8) \$739.04 and qty one (1) \$94.69; Poly EncorePro HW710 headsets qty six (6) \$651.48 and qty one (1) \$111.28; Poly EncorePro HW 530/540 foam cushions qty ten (10) \$68.50 and qty six (6) \$30.84; Poly EncorePro HW 530 Ear Loops qty ten (10) \$136.50 and qty four (4) \$40.96; JBL PLX QD mute switch qty one (1) \$17.62; not to exceed \$1,890.91.

POSSIBLE MOTION

Move that the E911 Emergency Response Advisory Committee approve the request to reimburse the costs associated with the purchase of the following equipment; HW540 EncorePro Convertible Headsets Qty eight (8) \$739.04 and qty one (1) \$94.69; Poly EncorePro HW710 headsets qty six (6) \$651.48 and qty one (1) \$111.28; Poly EncorePro HW 530/540 foam cushions qty ten (10) \$68.50 and qty six (6) \$30.84; Poly EncorePro HW 530 Ear Loops qty ten (10) \$136.50 and qty four (4) \$40.96; JBL PLX QD mute switch qty one (1) \$17.62; not to exceed \$1,890.91.

HD Headsets Direct, Inc.

Making Communication Easier

1454 W. Gurley St., Ste. A, Prescott, AZ 86305
(800) 914-7996 - Fax (928) 777-9120

INVOICE

Invoice Number: 11747
Invoice Date: 8/20/26

Bill To:

City of Reno
Joanna Aitken
POB 1900
Reno, NV 89505

Ship To:

Reno Public Safety Dispatch
Joanna Aitken
5195 Spectrum Blvd
Reno, NV 89512

Customer ID	Customer PO	Payment Terms	
7753342370	J	MC-1407	
Sales Rep	Shipping Method	Ship Date	Due Date
Online	Ground	8/20/26	8/20/26

Qty	SKU Number	Description	Unit Price	Amount
10	85R18AA	Poly Spare Foam Ear Cushion (EncorePro 530/540)	6.85	68.50
10	85R19AA	Poly Earloops (S/L) (EncorePro 530)	13.65	136.50
1	783P0AA#ABA	Poly EncorePro 540 (TAA) (Quick Disconnect) (Convertible)	94.69	94.69

**** BACKORDERED ITEMS LISTED BELOW ****

1	805H7AA#ABA	Poly EncorePro 710 (TAA) (Quick Disconnect) (Mono)	111.28	111.28
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*** ALL PRODUCTS ARE NON RETURNABLE ***

Thank you for your order and continued support as
we celebrate our 30 year anniversary!

Partial Ship as Items Arrive

Headsets Direct, Inc. Terms And Conditions (Updated June 16, 2025)

- Pricing subject to change without notice.
Any orders affected will be contacted prior to processing.
- All products are Non-Returnable. No manufacturers are allowing 30-day returns.
- Full warranty applies and Out-of-Box failures will be replaced.
Call for RMA number.
- FedEx/UPS are currently not honoring their Money Back Guarantee.
- We do not recommend connecting different manufacturer products to each other
and are not liable in any way for damage to persons or goods resulting from such actions.

Subtotal	410.97
Sales Tax	
Freight	21.00
Total Invoice Amount	431.97
Payment/Credit Applied	431.97
AMOUNT DUE	0.00

HD Headsets Direct, Inc.

Making Communication Easier

1454 W. Gurley St., Ste. A, Prescott, AZ 86305
(800) 914-7996 - Fax (928) 777-9120

INVOICE

Invoice Number: 11660
Invoice Date: 8/12/26

Bill To:

City of Reno
Joanna Aitken
POB 1900
Reno, NV 89505

Ship To:

Reno Public Safety Dispatch
Joanna Aitken
5195 Spectrum Blvd
Reno, NV 89512

Customer ID	Customer PO	Payment Terms	
7753342370	F/J 48588	MC-1407	
Sales Rep	Shipping Method	Ship Date	Due Date
Online	Ground	8/12/26	8/12/26

Qty	SKU Number	Description	Unit Price	Amount
		Discounted Government/Healthcare Pricing Same Day Shipping On Most Items		
1	575-464-001	JPL PLX QD to PLX QD Mute Switch	17.62	17.62
		* BELOW ITEM(S) WILL ARRIVE SEPARATELY VIA FEDEX *		
6	85R18AA	Poly Spare Foam Ear Cushion (EncorePro 530/540)	5.14	30.84
		** BACKORDERED ITEMS LISTED BELOW **		
4	85R19AA	Poly Earloops (S/L) (EncorePro 530)	10.24	40.96
		* ALL PRODUCTS ARE NON RETURNABLE *		
		Thank you for your order and continued support as we celebrate our 30 year anniversary!		

Partial Ship as Items Arrive

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- Full warranty applies and Out-of-Box failures will be replaced.
Call for RMA number.
- FedEx/UPS are currently not honoring their Money Back Guarantee.
- We do not recommend connecting different manufacturer products to each other
and are not liable in any way for damage to persons or goods resulting from such actions.

Subtotal	89.42
Sales Tax	
Freight	21.00
Total Invoice Amount	110.42
Payment/Credit Applied	110.42
AMOUNT DUE	0.00

HD Headsets Direct, Inc.

Making Communication Easier

1454 W. Gurley St., Ste. A, Prescott, AZ 86305
(800) 914-7996 - Fax (928) 777-9120

INVOICE

Invoice Number: 11658

Invoice Date: 8/12/26

Bill To:

City of Reno
Joanna Aitken
POB 1900
Reno, NV 89505

Ship To:

Reno Public Safety Dispatch
Joanna Aitken
5195 Spectrum Blvd
Reno, NV 89512

Customer ID	Customer PO	Payment Terms	
7753342370	j 48586	MC-1407	
Sales Rep	Shipping Method	Ship Date	Due Date
Online	Ground	8/12/26	8/12/26

Qty	SKU Number	Description	Unit Price	Amount
		Discounted Government/Healthcare Pricing Same Day Shipping On Most Items Credit Cards - NET 30 Terms - ACH/EFT Payments		
8	783P0AA#ABA	Poly EncorePro 540 (TAA) (Quick Disconnect) (Convertible)	92.38	739.04
** BACKORDERED ITEMS LISTED BELOW **				
6	805H7AA#ABA	Poly EncorePro 710 (TAA) (Quick Disconnect) (Mono)	108.58	651.48
* ALL PRODUCTS ARE NON RETURNABLE *				

Thank you for your order and continued support as
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Partial Ship as Items Arrive

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- Pricing subject to change without notice.
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Call for RMA number.
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- We do not recommend connecting different manufacturer products to each other
and are not liable in any way for damage to persons or goods resulting from such actions.

Subtotal	1,390.52
Sales Tax	
Freight	24.00
Total Invoice Amount	1,414.52
Payment/Credit Applied	1,414.52
AMOUNT DUE	0.00