

DATE: July 20, 2026
TO: 911 Emergency Response Advisory Committee
FROM: Shannon Hardy, Communications Supervisor, Washoe County 775328-3033,
shardy@washoecounty.gov
THROUGH: Sheriff Darin Balaam, Washoe County Sheriff's Office
SUBJECT: FUNDING/REIMBURSEMENT REQUEST - Washoe County Sheriff's Office Communications Center (PSAP) – Requesting reimbursement for the renewal of our International Academy of Emergency Dispatching - Emergency Service Plan (ESP) Platinum Package, which maintains our licensing, updates, and customer support of our Police, Fire, and Medical call taking software. A review, discussion and possible action to approve, deny or otherwise modify a request to reimburse for a total amount not to exceed: \$40,500.00.

SUMMARY

FOR PRIMARY PSAP (Public Safety Answering Point) WASHOE COUNTY SHERIFF'S OFFICE COMMUNICATIONS CENTER:

A review, discussion and possible action to approve, deny or otherwise modify a request to fund/reimburse the renewal of our International Academy of Emergency Dispatching - Emergency Service Plan (ESP) Platinum Package, which maintains our yearly licensing, updates, and customer support of our Police, Fire, and Medical call taking software. An amount not to exceed: \$40,500.00.

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)

Stakeholder is a primary Public Safety Answering Points (PSAP) – Washoe County Sheriff's Office Communications.

PREVIOUS ACTION&BACKGROUND

Each year the 911 Emergency Response Advisory Committee has approved the reimbursement of Washoe County Sheriff's Office Communications Platinum ESP Package since the purchase of the call taking software.

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 fund/reimburse Washoe County Sheriff's Office Communications Center (PSAP) for the IAED Platinum ESP Package; in an amount not to exceed: \$40,500.00.

POSSIBLE MOTION

Move that the E911 Emergency Response Advisory Committee approve the request to fund/reimburse Washoe County Sheriff's Office Communications Center (PSAP) for the IAED Platinum ESP Package; in an amount not to exceed: \$40,500.00.

Framework requisi. 3000053172

Texts

Header note

A... ✓

Please add to PO 65-4423
FY 26/27

Please pay the attached invoice - Priority Dispatch invoice # SIN442991

Continuous-text...

Text adopted from Purch. Requisition (Header note)

St...	Item A	I	Material	Short Text	Quantity	Unit	Val.	Price	Total Val.	C	Delivery Date	Matd Group	Vendor	PGr	Requisnr.	Plant
	1	F	D	System License Renewal...	1	AU	40,500...		40,500.00	D	07/20/2026	Software M...	100885	S20	MSDIAZ	Washoe Cou...
					40,500.0...											

Item [1] System License Renewal,Maintenance

Services Limits Material Data Quantities/Dates Valuation Account Assignment Source of Supply Versions Status Contact Person Release...

AccAssCat: Order

CoCode: Washoe Cou...

Partial Inv.

Derive from Account As...

S...	S...	Quantity	Perce	Cost Ctr	G/L Acct	BusA	Order	Commitment	Funds Ctr	Fund	Functional Area	Earmarked...	Item	Unloading Poir
	1	1.000	0.0		710210	01	60594	710210	IN60594	1001	0040		0	





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

Invoice Number	SIN442991
Invoice Date	07/01/2026
Service Dates	08/01/26 - 07/31/27
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-68025		USD	07/31/2026

Product Name	Discipline(s)	Quantity	Total
The One Plan Maintenance Package <i>ONE Plan Maintenance Package System License Renewal, Services & Support</i>	<i>Medical;Fire;Police</i>	1	\$ 40,500.00
Net Total			\$ 40,500.00
Tax Total			\$ 0.00
Invoice Total			\$ 40,500.00

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

STATEMENT OF ACCOUNT

Statement Date: 7/17/2026

Company Name: **Washoe County Sheriff's Office Communication** Statement No.: Customer-35741
Company Address: 1001 E. 9th Street Attn: Accounts Payable, Bldg
D-200
City, ST ZIP Code: Reno, Nevada 89512-1014
Phone: (775) 832-4118 x.John

Priority Dispatch Corp.
110 S Regent St Ste 500
Salt Lake City, UT 84111-1997



INV Number	Original Invoice Total	Due Date	Payments & Credits	REMAINING BALANCE
SIN442991	40,500.00	07/31/2026		40,500.00
Total Balance Due:				40,500.00

To pay Priority Dispatch invoices, please click on the following link: <https://payment.prioritydispatch.net/>
Note: A 3% fee will be added for all credit card charges over \$5,000.

If you have any questions or concerns, please contact the billing department directly at (801) 746-5868 or (801) 363-9127 opt 8 and we will be happy to assist.

Billing Questions: billing@prioritydispatch.net

Remittance Email: finance@prioritydispatch.net

Questions or Corrections: accounting@prioritydispatch.net

