

DATE: July 13, 2026

TO: 911 Emergency Response Advisory Committee, September 17, 2026

FROM: Andy Ancho, Reno Fire Department, Division Chief of Emergency Management,

SUBJECT: REQUEST FOR APPROVAL FOR funding the annual subscription of First Due fire response software that will provide CAD data and routing to responding resources, pre-incident planning, and high-risk occupant related data management for Reno Fire Department in the amount of \$44,446.41.

SUMMARY

Reno Fire Department is requesting continued funding for the purchase of software that will interconnect CAD data to a suite of applications that will enhance the information available to responding resources.

BACKGROUND

The First Due software suite provides several capabilities to Reno Fire Department and Reno Communications Center. This software allows for the department, residents, and occupants throughout the community to create fire pre-plans that will enhance the information available to responders during various emergency incidents. This data is automated through GIS and assessor's data and is customizable. It also allows real-time CAD data to be transmitted to responders including locations, routing, and critical information updates that are entered by dispatchers. Firefighters will be able to access this critical data while responding so that they may more efficiently, accurately, and safely deliver critical services. With the approval of this purchase, the software and systems would continue to be available throughout the region, with data available across jurisdictions to mutual aid agencies. Staff analysis of the functionality of this software and the limited use of 911 surcharge funds has determined that this meets the intended purpose of those funds. The applicable NRS allows for the purchase of "*software necessary to operate the enhanced telephone system*" with the telephone system being defined as "*technology, facilities, or equipment used for transmitting information from an emergency responder to the user or from the user to an emergency responder*". The First Due software will meet that definition by providing mapping, routing and other location information necessary to get responders to the incident. Furthermore, the preplanning software, GIS data, and assessor information will automatically make information available to the responders that would otherwise have to be verbally ascertained from the user. This will clearly enhance the system and the efficacy of the emergency service delivery. This funding for this software has been approved annually since FY20/21 for both Reno Fire Department and Truckee Meadows Fire Protection District.

The attached payment voucher reflects the following:

- RFD payment for First Due Software in FY27 (one-payment): \$44,446.41.

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.

In addition, this funding would also be in compliance with NRS 244A.7645 (3).

STAKEHOLDER REVIEW(s)

Stakeholders are solely the Reno Fire Department.

PREVIOUS ACTION

Reno Fire Department obtained initial approval for reimbursement for this software at the May 20, 2021 meeting of the Washoe County 911 Emergency Response Advisory Committee and has been approved every year since. Additionally, previous purchases of software to enhance PSAP communications has been approved by the board on various occasions.

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. Budget authority exists within the E911 Fund to support the automated size-up, pre-incident planning and high-risk occupant related data management software subscription. The total cost for the subscription was \$44,446.41.

RECOMMENDATION

It is recommended that the E911 Emergency Response Advisory Committee approve the request for funding for an automated size-up, pre-incident planning and high-risk occupant related data management software subscription for Reno Fire Department in the amount of \$44,446.41.

POSSIBLE MOTION

Motion to approve funding the purchase of First Due fire response software that will provide CAD data and routing to responding resources, pre-incident planning, and high-risk occupant related data management for Reno Fire Department in the amount of \$44,446.41.



INVOICE

Contact Us**Email:** AR@firstdue.com**Phone:** (701) 658-6745**Bill To**

Reno Fire Department, City of (NV)
1 E 1st St
Reno NV 89501
United States

Ship To**Invoice #**

9701

Date

07/09/2026

Due Date

08/08/2026

Terms

Net 30

Term (Months)

12.0

P.O.

Qty	Date	Item
1	07/09/2026	Responder Web Responder dashboard and Responder iOS/Android App with notifications, statusing and routing.
1	07/09/2026	Automated Pre-Plans Automated data import from assessor, online building department and GIS address points.
1	07/09/2026	CAD Integration (Other) Receive CAD Data to support First Due Responder and Incident Reporting modules via sFTP, XML, or API.
1	07/09/2026	Community Connect Online portal for residents and businesses to input critical occupant and property data that can be made available to Emergency Response Agencies during an incident.
1	07/09/2026	First Due Suite Includes access to FIRST DUE features and functionality as outlined in the attached Statement of Work plus maintenance and upgrades within the subscription term.
1	07/09/2026	Occupancy Management & Pre-Incident Planning Manage Occupancies, Pre-Incident Mapping, ArcGIS Maps, Fire Systems, Hazardous Material, and Contacts.

For the period 07/01/2026 - 06/30/2027

Subtotal

USD \$44,446.41

Tax

USD \$0.00

Total

USD \$44,446.41

Balance Due**USD \$44,446.41**

Payment Instructions

USD Wire/ACH: Wells Fargo Bank | Acct: 4192384907 | Routing: 121000248**CAD Wire:** Wells Fargo Bank | Acct: 3330004515 | SWIFT: WFBIUS6A | Intermediary: BOFMCAM2**Check:** Locality Media LLC dba First Due | PO Box 782840 Philadelphia, PA 19178-2840**Credit Card Payments:** A processing fee of 2.9% + \$0.30 per transaction will be added.

By submitting payment, you authorize the charge including fees. Fees are non-refundable. ACH or check can be used to avoid fees.

Contact us: AR@firstdue.com