

DATE: October 14, 2026
TO: 911 Emergency Response Advisory Committee
FROM: Shannon Hardy, Administration Division Manager, Washoe County Sheriff's Office 775-328-3033, SHardy@washoecounty.gov
THROUGH: Sheriff Darin Balaam, Washoe County Sheriff's Office

SUBJECT: REQUEST FOR FUNDING FOR CITY OF RENO, CITY OF SPARKS, & WASHOE COUNTY PSAPs FOR ANNUAL MAINTENANCE FOR THE RAPID SOS NG-911 SOLUTION. A review, discussion and possible action to approve funding for the annual subscription for 21 concurrent software licenses for RapidSOS software at three Public Safety Answering Points (PSAPs) (City of Reno 10, City of Sparks 3, Washoe County 8) for a cost not to exceed [\$223,440.00]. RapidSOS is an NG-911 solution used nationwide as a tool to enhance call-taking abilities for emergency and non-emergency calls into PSAPs and allow for interoperability between Centers to another jurisdiction and provides the ability for a Center to chat through their system similar to a Computer Aided Dispatch (CAD) to CAD feature. Additional modules provide enhancements that allow for or provide for management of calls such as geolocation capabilities. If approved, forward such recommendation to the Board of County Commissioners.

SUMMARY

PUBLIC SAFETY EQUIPMENT/LICENSING FOR PRIMARY PSAPs (Public Safety Answering Point) WASHOE COUNTY SHERIFF'S OFFICE COMMUNICATIONS, CITY of RENO, CITY of SPARKS:

RAPID SOS is an NG-911 solution that is used nationwide as a tool to enhance call taking abilities with callers calling into PSAPs for emergency and non-emergency problems. This technology is designed to simplify operations in PSAPs and not complicate them. In addition, many state of Nevada PSAPs are already currently using Rapid SOS which will allow other users the interoperability between Centers to hand off a caller through passing jurisdiction leaving the callers breadcrumbs. Many components of RapidSOS 'UNITE' such as Alarm Call Automation, Intelligent Analyst, Communicator, Single Sign On, and GIS which are add-ons to the RapidSOS Solution provide enhancements that allow for or provide for management of calls. RapidSOS will receive the calls before the call even hits our system plotting on the maps and calls for services may be entered quicker.

The Cities of Reno and Sparks and Washoe County currently use the RapidSOS solution. This request for funding supports ongoing use of the system and the annual maintenance payment to RapidSOS for fiscal year 2026/2027.

We request review, discussion and possible action to approve, deny or otherwise modify a request for funding for the annual maintenance payment for RapidSOS, not to exceed: **\$223,440.00**

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 or location from which a call is made, upgrade and replacement of equipment necessary for the operation of the enhanced telephone system.

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

On May 15, 2025, the 911 Emergency Response Advisory Committee approved reimbursement or to provide funding for an annual contract period for a RapidSOS software licenses for three Public Safety Answering Points (PSAPs) (City of Reno 10, City of Sparks 3, Washoe County 8), not to exceed **\$231,440.00** annually.

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. The Enhanced 911 has sufficient budget authority to pay the annual maintenance payments **\$223,440.00** to RapidSOS.

RECOMMENDATION

It is recommended that the E911 Emergency Response Advisory Board approve funding for the annual subscription for 21 concurrent software licenses for RapidSOS software at three Public Safety Answering Points (PSAPs) (City of Reno 10, City of Sparks 3, Washoe County 8) for a cost not to exceed [**\$223,440.00**].

POSSIBLE MOTION

Move to approve funding for the annual subscription for 21 concurrent software licenses for RapidSOS software at three Public Safety Answering Points (PSAPs) (City of Reno 10, City of Sparks 3, Washoe County 8) for a cost not to exceed [**\$223,440.00**].

Invoice

RapidSOS, Inc.
Po Box 80870
City Of Industry, CA 91716-0870
United States

IMPORTANT NOTICE: NEW ADDRESSES
Please update your records to reflect our new payment and mailing addresses effective immediately.

Send Payments To:
RapidSOS, Inc. PO Box 80870, City of Industry, CA 91716-0870

Send General Correspondence To:
167 Madison Avenue, Ste 205 #615 New York City, NY 10016

Bill To		Remit To	
Washoe County		Financial Institution:	Banc of California
1001 E. 9th Street		Account Name:	RapidSOS, Inc.
Reno, NV 89512		Bank Code:	122238200
United States		Account Number:	1001964616
Attn: Accounts Payable, Bldg. D-200		SWIFT Code:	SQARUS33

Invoice Date	Invoice #	Terms	Due Date	PO #	Customer ID
10/5/2026	INV33862	Net 30	11/4/2026		001UN00000FtWx 9YAF

Item	Qty	Price	Total
Communicator - Voice, Text and Video Intelligence (10/31/2026 to 10/30/2027)	21	\$3,120.00	\$65,520.00
GIS - RapidSOS hosted (10/31/2026 to 10/30/2027)	21	\$2,880.00	\$60,480.00
Intelligent Analyst (10/31/2026 to 10/30/2027)	21	\$3,200.00	\$67,200.00
Non-Emergency Automation - Alarm Call Automation (10/31/2026 to 10/30/2027)	21	\$1,440.00	\$30,240.00

Subtotal	\$223,440.00
Tax	\$0.00
Total USD	\$223,440.00
Amount Due USD	\$223,440.00



INV33862