

DATE: September 24, 2026

TO: 911 Emergency Response Advisory Committee

FROM: Connie Shepperd, Sparks Police, Police Service Manager, 775-353-2241 ext. 5550, cshepperd@cityofsparks.us

THROUGH: Chris Crawforth, Chief of Police

SUBJECT: REQUEST FOR DISPATCH EQUIPMENT REIMBURSEMENT FOR SPARKS POLICE DISPATCH 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 purchasing four (4) EncorePro HW710 headsets for the amount of \$595.88; twenty-five (25) EncorePro HW540 headsets for the amount of \$2,473.75; ten (10) ear cushions for the amount of \$74.95; five (5) foam cushions and thirty-one (31) earloops for the amount of \$439.48; ten (10) Mairdi headsets in the amount of \$334.70; and four (4) Plantronics Cordless PTT, in the amount of \$3,556.00, for a total sum in the amount of \$7,474.76; and if approved, forward such recommendation to the Board of County Commissioners.

SUMMARY

A review, discussion and possible action to approve, deny or otherwise modify a request to reimburse the costs associated with purchasing four (4) EncorePro HW710 headsets for the amount of \$595.88; twenty-five (25) EncorePro HW540 headsets for the amount of \$2,473.75; ten (10) ear cushions for the amount of \$74.95 five (5) foam cushions and thirty-one (31) earloops for the amount of \$439.48; ten (10) Mairdi headsets in the amount of \$334.70; and four (4) Plantronics Cordless PTT, in the amount of \$3,556.00, for a total sum in the amount of \$7,474.76.

NRS APPLICABLE:

NRS 244A.7645 Provides approval of costs associated with purchasing 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, and upgrade and replacement of equipment necessary for the operation of the enhanced telephone system.

STAKEHOLDER REVIEW(s)

Stakeholder is a primary Public Safety Answer Point (PSAP) – Sparks Police Department Dispatch

PREVIOUS ACTION & BACKGROUND

On September 17, 2026, the Washoe County E911 Emergency Response Advisory Committee approved two separate reimbursement requests to the City of Reno Public Safety Dispatch for the

cost associated with purchasing six (6) HW540 EncorePro Convertible Headsets for a total amount of \$492.96; four (4) Poly EncorePro HW710 headsets for a total amount of \$315.28; thirty-five (35) Poly EncorePro HW 530/540 foam cushions for a total amount of \$132.65; thirty-five (35) Poly EncorePro HW 530/540 Large for a total amount of \$261.80; and five (5) Plantronics In-Line mute switches for a total amount of \$144.70; all together for a total not to exceed amount of \$1,347.39; and for the purchase of 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 a total of \$3,238.30.

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 Sparks Police Department PSAP for the costs associated with purchasing four (4) EncorePro HW710 headsets for the amount of \$595.88; twenty-five (25) EncorePro HW540 headsets for the amount of \$2,473.75; ten (10) ear cushions for the amount of \$74.95; five (5) foam cushions and thirty-one (31) earloops for the amount of \$439.48; ten (10) Mairdi headsets in the amount of \$334.70; and four (4) Plantronics Cordless PTT, in the amount of \$3,556.00, for a total sum in the amount of \$7,474.76.

POSSIBLE MOTION

Move to approve the recommendation to reimburse Sparks Police Department PSAP for the costs associated with purchasing four (4) EncorePro HW710 headsets; twenty-five (25) EncorePro HW540 headsets; ten (10) ear cushions; five (5) foam cushions, thirty-one (31) earloops; ten (10) Mairdi headsets; and four (4) Plantronics Cordless PTT, for a total sum of \$7,474.76.



Final Details for Order #111-2651085-5223433

Order Placed: September 16, 2026
Amazon.com order number: 111-2651085-5223433
Seller's order number: 36159953
Order Total: USD 595.88

Shipped on September 16, 2026	
Items Ordered	Price
4 Of: Plnhw710 - Plantronics Encorepro HW710 Wired Mono Headset	\$148.97
Sold by and invoiced on behalf of: TelecomCreations (seller profile)	
Seller Credentials: 889 Certification	
Business Price	
Condition: New	
Shipping Address: Connie Shepperd 1701 E PRATER WAY SPARKS, NV 89434-8979 United States	Item(s) Subtotal: \$595.88 Shipping & Handling: \$0.00 ----- Total before tax: \$595.88 Sales Tax: \$0.00 -----
Shipping Speed: Economy Shipping	Total for This Shipment: \$595.88 -----

Payment information	
Payment Method: MasterCard Last digits: 0619	Item(s) Subtotal: USD 595.88 Shipping & Handling: USD 0.00
Billing address Connie Shepperd PO BOX 857 SPARKS, NV 89432-0857 United States	Total before tax: USD 595.88 Estimated tax to be collected: USD 0.00 ----- Grand Total: USD 595.88
Credit Card transactions	MasterCard ending in 0619: September 16, 2026: \$595.88

To view the status of your order, return to [Order Summary](#) .



Final Details for Order #111-1425157-2645001

Order Placed: September 16, 2026

Amazon.com order number: 111-1425157-2645001

Order Total: USD 2,473.75

Shipped on September 16, 2026	
Items Ordered	Price
25 of: <i>PLNHW540 - Plantronics EncorePro 540 Monaural Convertible Headset</i>	\$98.95
Sold by and invoiced on behalf of: Platinum Micro, Inc. (seller profile)	
Seller Credentials: 889 Certification , Classified Small Business - SBA Standard, Minority-Owned Business	
Business Price	
Condition: New	
Shipping Address: Connie Shepperd 1701 E PRATER WAY SPARKS, NV 89434-8979 United States	Item(s) Subtotal: \$2,473.75 Shipping & Handling: \$0.00 ----- Total before tax: \$2,473.75 Sales Tax: \$0.00 -----
Shipping Speed: Standard Shipping	Total for This Shipment: \$2,473.75 -----

Payment information	
Payment Method: MasterCard Last digits: 0619	Item(s) Subtotal: USD 2,473.75 Shipping & Handling: USD 0.00
Billing address Connie Shepperd PO BOX 857 SPARKS, NV 89432-0857 United States	Total before tax: USD 2,473.75 Estimated tax to be collected: USD 0.00 ----- Grand Total: USD 2,473.75
Credit Card transactions	MasterCard ending in 0619: September 17, 2026: \$2,473.75

To view the status of your order, return to [Order Summary](#) .



Final Details for Order #111-5047917-9369033

Order Placed: September 16, 2026

Amazon.com order number: 111-5047917-9369033

Order Total: USD 74.95

Shipped on September 18, 2026	
Items Ordered	Price
1 of: 80355-01 - Audio Replacement Ear Pads Cushion Leatherette for Plantronics EncorePro HW710, HW720, HW291N & HW301N Headphones (10 Pair) Sold by and invoiced on behalf of: OrderFly (seller profile) Seller Credentials: Classified Small Business - SBA Standard Condition: New	\$74.95
Shipping Address: Connie Shepperd 1701 E PRATER WAY SPARKS, NV 89434-8979 United States	Item(s) Subtotal: \$74.95 Shipping & Handling: \$0.00 ----- Total before tax: \$74.95 Sales Tax: \$0.00 -----
Shipping Speed: Standard Shipping	Total for This Shipment: \$74.95 -----

Payment information	
Payment Method: MasterCard Last digits: 0619	Item(s) Subtotal: USD 74.95 Shipping & Handling: USD 0.00
Billing address Connie Shepperd PO BOX 857 SPARKS, NV 89432-0857 United States	Total before tax: USD 74.95 Estimated tax to be collected: USD 0.00 ----- Grand Total: USD 74.95
Credit Card transactions	MasterCard ending in 0619: September 18, 2026: \$74.95

To view the status of your order, return to [Order Summary](#).



Details for Order #111-7831530-0821027

Order Placed: September 16, 2026

Amazon.com order number: 111-7831530-0821027

Order Total: USD 439.48

Not Yet Shipped	
Items Ordered	Price
5 Of: <i>Eartips for EncorePro HW530 Spare Foam Cushions,Earpad Tips for Plantronics EncorePro HW530 HW540 HW530D HW540D HW535USB HW545USB Telephone Headsets-2 Pack</i> Sold by and invoiced on behalf of: Wi ki (seller profile) Condition: New	\$9.99
31 Of: <i>Earloops for Plantronics EncorePro HW530-L</i> Sold by and invoiced on behalf of: Wi ki (seller profile) Business Price Condition: New	\$12.34
Shipping Address: Connie Shepperd 1701 E PRATER WAY SPARKS, NV 89434-8979 United States	
Shipping Speed: Standard Shipping	
Payment information	
Payment Method: MasterCard Last digits: 0619 Reference number: 915	Item(s) Subtotal: USD 432.49 Shipping & Handling: USD 6.99
Billing address Connie Shepperd PO BOX 857 SPARKS, NV 89432-0857 United States	Total before tax: USD 439.48 Estimated tax to be collected: USD 0.00
Grand Total: USD 439.48	

To view the status of your order, return to [Order Summary](#) .



Final Details for Order #111-5344442-1572226

Order Placed: September 1, 2026

Amazon.com order number: 111-5344442-1572226

Order Total: USD 334.70

Shipped on September 4, 2026	
Items Ordered	Price
10 of: MAIRDI USB Headset with Microphone for PC, Computer Headset with Mic Noise Canceling for Laptop Teams Zoom Office Call Center Voip Telephone Calls, Dictation Headset for Dragon Naturally Speaking Sold by and invoiced on behalf of: MRDSET Store (seller profile) Business Price Condition: New	\$33.47
Shipping Address: Connie Shepperd 1701 E PRATER WAY SPARKS, NV 89434-8979 United States	Item(s) Subtotal: \$334.70 Shipping & Handling: \$6.99 Free Shipping: -\$6.99 ----- Total before tax: \$334.70 Sales Tax: \$0.00 -----
Shipping Speed: FREE Shipping	Total for This Shipment: \$334.70 -----

Payment information	
Payment Method: MasterCard Last digits: 0619	Item(s) Subtotal: USD 334.70 Shipping & Handling: USD 6.99 Free Shipping: -USD 6.99 -----
Billing address Connie Shepperd PO BOX 857 SPARKS, NV 89432-0857 United States	Total before tax: USD 334.70 Estimated tax to be collected: USD 0.00 -----
Grand Total: USD 334.70	
Credit Card transactions	MasterCard ending in 0619: September 4, 2026: \$334.70

To view the status of your order, return to [Order Summary](#) .



Final Details for Order #111-7767541-4633057

Order Placed: September 16, 2026

Amazon.com order number: 111-7767541-4633057

Order Total: USD 3,556.00

Shipped on September 20, 2026	
Items Ordered	Price
4 of: Plantronics 217100-01 Ca22cd-sc Cordless Ptt Dect 6.0 Pj-7 Na Sold by and invoiced on behalf of: Office Local (seller profile) Condition: New	\$889.00
Shipping Address: Connie Shepperd 1701 E PRATER WAY SPARKS, NV 89434-8979 United States	Item(s) Subtotal: \$3,556.00 Shipping & Handling: \$0.00 ----- Total before tax: \$3,556.00 Sales Tax: \$0.00 -----
Shipping Speed: Standard Shipping	Total for This Shipment: \$3,556.00 -----

Payment information	
Payment Method: MasterCard Last digits: 0619	Item(s) Subtotal: USD 3,556.00 Shipping & Handling: USD 0.00 -----
Billing address Connie Shepperd PO BOX 857 SPARKS, NV 89432-0857 United States	Total before tax: USD 3,556.00 Estimated tax to be collected: USD 0.00 ----- Grand Total: USD 3,556.00
Credit Card transactions	MasterCard ending in 0619: September 20, 2026: \$3,556.00

To view the status of your order, return to [Order Summary](#) .