



WASHOE COUNTY

Integrity Communication Service

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STAFF REPORT

BOARD MEETING DATE: November 10, 2020

DATE: Thursday, November 05, 2020

TO: Board of County Commissioners

FROM: Quinn Korbolic, Acting Chief Information Officer, Washoe County Technology Services, 775-328-2348, qkorbolic@washoecounty.us
On behalf of the 911 Emergency Response Advisory Committee

THROUGH: Christine Vuletich, Assistant County Manager

SUBJECT: Recommendation to approve the reimbursement of costs to be incurred by the City of Reno for ProQA Priority Dispatch Medical Software licensing, training, quality assurance, support and accreditation associated with implementing Emergency Medical Dispatch (EMD) services as recommended by the 911 Emergency Response Advisory Committee on October 8, 2020, in an amount not to exceed [\$151,000]. For Possible Action. (All Commission Districts)

SUMMARY

The 911 Emergency Response Advisory Committee was created with the intent to develop a plan for the enhancement of the County's 911 emergency response system and make recommendations to the County Commission concerning the expenditures of the money collected through the telephone line surcharge provided for by the Nevada State Legislature.

The 911 Emergency Response Advisory Committee has recommended that the Board of County Commissioners approve the reimbursement of associated and allowable costs related to and in support of the Enhanced 911 Emergency Response System; contractual costs for body worn and vehicular recording devices; travel and training for 911 Public Safety Answering Point (PSAP) staff; and other miscellaneous hardware and software technology purchases related to regional PSAP operations. Agency reimbursements are not disbursed unless the requesting agency provides proper documentation (receipts, paid invoices, etc.).

On October 8, 2020, the Emergency Response Advisory Committee (ERAC) approved a request to recommend reimbursement from the City of Reno to purchase ProQA Priority Dispatch Medical Software licensing, training, quality assurance, support and accreditation associated with implementing Emergency Medical Dispatch (EMD) services. The City of Reno's Staff Report to the 911 ERAC, dated May 21, 2020, is attached to this report.

AGENDA ITEM # _____

Washoe County Strategic Objective supported by this item: Safe, Secure and Healthy Communities

PREVIOUS ACTION

On October 8, 2020, the Emergency Response Advisory Committee (ERAC) approved a request for reimbursement from the City of Reno to purchase ProQA Priority Dispatch Medical Software licensing, training, quality assurance, support and accreditation associated with implementing Emergency Medical Dispatch (EMD) services.

On June 16, 2020, the Board of County Commissioners approved approve the reimbursement of costs incurred by the City of Reno, the City of Sparks, and departments of Washoe County for expenses related to and in support of the Enhanced 911 Emergency Response System and portable event recording devices, and recommended by the 911 Emergency Response Advisory Committee, in an amount not to exceed [\$1,784,260.10].

On February 25, 2020, the Board of County Commissioners approved reimbursement of costs incurred by the City of Reno [\$1,255.95], the City of Sparks [\$254,876.00], Washoe County School District [\$54,984.00], and departments of Washoe County [\$72,154.22] for expenses related to and in support of the Enhanced 911 Emergency Response System and portable and vehicular event recording devices, and recommended by the 911 Emergency Response Advisory Committee, for a total amount not to exceed [\$383,270.17].

On November 12, 2019, the Board of County Commissioners approved reimbursement of costs incurred by the City of Reno, the City of Sparks, and departments of Washoe County for expenses related to and in support of the Enhanced 911 Emergency Response System and portable event recording devices, as recommended by the 911 Emergency Response Advisory Committee, in an amount not to exceed [\$719,183].

On June 25, 2019, the Board of County Commissioners approved reimbursement of costs incurred by the City of Reno [\$428,776.40], the City of Sparks [\$203,243.32], and departments of Washoe County [\$521,357.30] for expenses related to and in support of the respective Portable Event Recording Device programs as approved by the 911 Emergency Response Advisory Committee on May 16, 2019.

On March 12, 2019, the Board of County Commissioners approved the utilization of funds from the Emergency 911 fund to reimburse the City of Reno [\$125,475] for expenses related to implementation of Emergency Fire Dispatch services; reimburse the City of Sparks [\$178,134.30] for expenses related to implementation of body-worn and in-vehicle camera technologies; and to purchase three (3) Harris Symphony Dispatch Consoles [\$139,443.65] for the Washoe County Regional Communications Center.

On October 9, 2018, the Board of County Commissioners authorized the travel and training budget request for training and travel, subject to E911 approval, for each of the three (3) primary Public Safety Answering Points (PSAPs) to attend Public Safety

Training Courses in an amount not to exceed [\$55,000] for travel and not to exceed [\$45,000] for seminars and training for Fiscal Year 2018-2019.

On October 9, 2018, the Board of County Commissioners approved utilization of funds from the Emergency 911 fund for reimbursement of costs incurred by the City of Reno, City of Sparks and departments of Washoe County for expenses related to and in support of the Enhanced 911 Emergency Response System and approved by the E911 Committee in an amount not to exceed [\$2,945,612] for Fiscal Year 2018-2019 as specified within the adopted E911 Fund's operating budget.

The Board has approved the use of the Enhanced 911 Fund for various reimbursements of travel and training related to public safety training, subject to approval by the 911 Emergency Response Advisory Committee, consistently since 2010.

BACKGROUND

NRS 244A.7645 authorizes the utilization of 911 surcharge funds to enhance the telephone system for reporting an emergency and for purchasing and maintaining portable event recording devices. Specifically, NRS 244A.7645 defines allowable expenses as:

- (I) Paying recurring and nonrecurring charges for telecommunication services necessary for the operation of the enhanced telephone system;
- (II) Paying costs for personnel and training associated with the routine maintenance and updating of the database for the system;
- (III) 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; and
- (IV) Paying costs associated with any maintenance, upgrade and replacement of equipment and software necessary for the operation of the enhanced telephone system.

On numerous occasions, the 911 Emergency Response Advisory Committee has approved the utilization of 911 fund monies for ProQA Emergency Medical Dispatch software and associated services for Washoe County. Most recently, the 911 Emergency Response Advisory Committee approved reimbursement of \$34,560.00 to Washoe County for software maintenance on their ProQA software, the Emergency Service Provider Platinum Package, which includes the Emergency Medical Dispatch call-taking package.

FISCAL IMPACT

The Fiscal Year 2021 Budget has sufficient budget authority to reimburse the City of Reno for EMD cost in the Enhanced 911 Fund (208), Enhanced 911 Admin (800801), Pmts to O Agencies (710400).

RECOMMENDATION

Recommendation to approve the reimbursement of costs to be incurred by the City of Reno for ProQA Priority Dispatch Medical Software licensing, training, quality

assurance, support and accreditation associated with implementing Emergency Medical Dispatch (EMD) services as recommended by the 911 Emergency Response Advisory Committee on October 8, 2020, in an amount not to exceed [\$151,000].

POSSIBLE MOTION

Should the Board agree with the recommendation, a possible motion would be: “Move to approve the reimbursement of costs to be incurred by the City of Reno for ProQA Priority Dispatch Medical Software licensing, training, quality assurance, support and accreditation associated with implementing Emergency Medical Dispatch (EMD) services as recommended by the 911 Emergency Response Advisory Committee on October 8, 2020, in an amount not to exceed [\$151,000].”