

#### Regionalization of Dispatch, EMS & Fire

**County Manager Brown** 

Board of County Commissioners meeting, September 19, 2023

# Core Principles and Project Outcome





## **Project Objective**





"Design a regional 911 call process that serves the community by prioritizing the user experience and appropriate deployment of resources through a reduction in duplicated processes, improved use of technology and resources, and simplified governance."





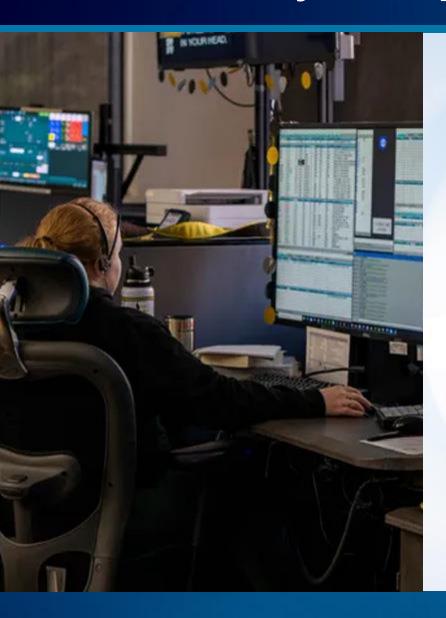
# Dispatch Regionalization Update Changes





#### **GAP Analysis Report**





- Governance how services will be governed and how policy decisions will be made.
- Organization what is included in the service, dispatch, fire, EMS
- Foundation Operational considerations including configuration, shifts, station standards, etc.
- Funding How the organization will be funded and the impact to jurisdictions



#### **Regionalization Project Approach**





- At a concurrent meeting in July 2022 Reno, Sparks, and Washoe County reached agreement to work towards a regionalized Dispatch/EMS/Fire solution as directed by the City/County Managers
- Reached agreements to focus on regionalization of dispatch initially
- Selected a common Computer Aided Dispatch (CAD) solution
- Working group reached agreement on CAD governance arrangements
- Selected Federal Engineering (FE) as the overall project facilitator/consultants
- Initial FE recommendations on regionalization opportunities and best practices received in March

#### **Federal Engineering Observations**





- Washoe County region has a very talented and capable Public Safety Answering Point (PSAP) leadership team
- We should pursue regionalized dispatch operations by taking a gradual approach that starts with adopting a common CAD platform and adopting common operating procedures
- Final phase outcome is to achieve consolidation of 9-1-1 call answering, call processing, dispatch, and response in the region, to the fullest extent possible.
- Adopting a common computer aided dispatch (CAD) platform is the most important step we can take towards coordinated regionalization.
- Reaching agreement on a sustainable governance structure is critical to long term success
- Consolidation does not necessarily require consolidating organizations, but adopting common procedures for handling calls and other dispatch operations is key

## Regionalizing the 911 Process



REGIONALIZING THE 911 PROCESS RESULTS IN BETTER EXPERIENCE, SAVED RESOURCES, AND BETTER OUTCOMES

#### SIMPLIFY GOVERNANCE

IMPROVE THE USE OF TECHNOLOGY AND RESOURCES

DEPLOY RESOURCES

APPROPRIATELY

PRIORITIZE THE USER EXPERIENCE

REDUCE DUPLICATIVE PROCESSES



# Thank You

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