



Regionalization of Dispatch, EMS & Fire

County Manager Brown

Board of County Commissioners meeting,
September 19, 2023

Core Principles and Project Outcome



City of
Sparks
It's Happening Here!

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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