



TRUCKEE MEADOWS FIRE PROTECTION DISTRICT

STAFF REPORT

Board Meeting Date: July 16, 2019

DATE: June 3, 2019

TO: Truckee Meadows Fire Protection District Board of Fire Commissioners

FROM: Charles A. Moore, Fire Chief
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SUBJECT: Discussion and possible direction to staff regarding dispatch processes involving Computer Aided Dispatch to Computer Aided Dispatch (CAD to CAD) interface software between Washoe County dispatch, City of Reno dispatch and REMSA dispatch. Each dispatch agency uses CAD software to time stamp and document events in each emergency response. A CAD to CAD interface will allow disparate software platforms to share and transfer data simultaneously between each agency responding to the same call enabling timely updates. (All Commission Districts) FOR POSSIBLE ACTION

SUMMARY

Discussion and possible direction to staff regarding dispatch processes involving Computer Aided Dispatch to Computer Aided Dispatch (CAD to CAD) interface software between Washoe County dispatch, City of Reno dispatch and REMSA dispatch. Each dispatch agency uses CAD software to time stamp and document events in each emergency response. A CAD to CAD interface will allow disparate software platforms to share and transfer data simultaneously between each agency responding to the same call enabling timely updates.

PREVIOUS ACTION

None

BACKGROUND

At the May 21, 2019 Board of Fire commissioners meeting, a statement regarding timeliness of communications on an incident was presented. The Board requested that this item be placed on the next agenda for discussion.

This item has been discussed at the Emergency Medical Services Advisory Board (EMSAB). For many months, the issue of real time exchange of information between dispatch agencies has been discussed and planned for. The City of Reno houses the servers for Tiburon which is the CAD software used by City of Reno and Washoe County dispatch. REMSA uses a software platform designed by Tri-Tech. Prior to 2016, CAD to CAD was not plausible for the reason of disparate software platforms.

Tri-Tech has acquired Tiburon and the technical problems of developing a CAD to CAD system are being designed out.

The current problem for responders and dispatchers is the lack of real time updates, such that when incidents are upgraded or downgraded and critical information is made known, it is not immediately transferred between dispatch agencies. A CAD to CAD link would serve to eliminate that information gap such that when any dispatch agency enters information into their CAD notes, the information will populate in all screens, for all dispatchers and all agencies that have involvement in the call.

I have reached out to Ms. Rishma Khimji, the Director of Technology for the City of Reno. Ms. Khimji is overseeing the CAD to CAD development between Tri-Tech on behalf of the City and Washoe County.

Ms. Khimji provided me with the following update:

“ ... In regards to the City of Reno + REMSA C2C, the two agencies solidified the requirements and submitted to Tiburon at the beginning of the year. The requirements were approved by the agencies and the vendors. Tiburon and its vendors are working on building the system based on our requirements now. Tiburon is planning on providing the agencies with a test system in Sept of this year. At that point, we will be better equipped with providing Tiburon and our stakeholders a Go-Live date.

Please feel free to reach out if you need any additional information.”

FISCAL IMPACT

There is no fiscal impact with this item.

RECOMMENDATION

Staff recommends the Board give direction to staff on dispatch processes.

POSSIBLE MOTION

Should the Board agree with staff's recommendation, a possible motion would be:

“I move to”