



WASHOE COUNTY

Integrity Communication Service

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STAFF REPORT

BOARD MEETING DATE: August 19, 2025

DATE: June 21, 2025

TO: Board of County Commissioners

FROM: Quinn Korbolic, Information Technology Manager, Technology Services, 775-328-2348, qkorbolic@washoecounty.gov

THROUGH: Behzad Zamanian, Chief Information Officer

SUBJECT: Recommendation to approve the sole source, five-year agreement between Washoe County and RapidSOS, Inc. for a Next Generation 911 (NG911) technology solution to enhance emergency and non-emergency call handling at the Washoe County Sheriff's Office Communications Center, Reno Emergency Communications Center, and City of Sparks Communications Center, including improved caller location accuracy, PSAP-initiated text and video, AI-driven enhancements, and real-time transcription tools; for a cost not to exceed [\$1,125,200]. If approved, authorize the Purchasing and Contracts Manager to execute the agreement. (All Commission Districts)

SUMMARY

Washoe County Technology Services, in partnership with the Washoe County Sheriff's Office and Regional 911 Public Safety Answering Points (PSAPs), recommends the approval of a 5-year agreement between Washoe County and RapidSOS, Inc. for NG911 software and services for a total cost not to exceed [\$1,125,200]. The total cost includes annual payments, starting in FY26 of [\$223,440], and a one-time payment of [\$8,000] for implementation services.

RapidSOS ensures that PSAPs and first responders have the information they need to respond to emergencies faster and better prepared. The RapidSOS Next Generation 911 (NG911) solution integrates directly with the planned Hexagon Computer Aided Dispatch (CAD) system to provide real-time call and location information, along with many other tools, in a single interface.

Washoe County Strategic Objective supported by this item: Fiscal Sustainability

PREVIOUS ACTION

On September 12, 2023 the Board approved the contract between Washoe County and Intergraph Corporation through its Hexagon Safety, Infrastructure, & Geospatial division for upgrade of the regional Computer Aided Dispatch and Law Enforcement Records

AGENDA ITEM # _____

Management systems in Washoe County for a cost not to exceed [\$7,291,924.39] and a term of sixty months from the effective date.

BACKGROUND

RapidSOS is a NG911 solution used nationwide as a tool to enhance 911 call taking at PSAPs for emergency and non-emergency calls. RapidSOS technology is designed to simplify operations in PSAPs and directly integrates with the planned regional Hexagon Computer Aided Dispatch (CAD) System. In addition, many state of Nevada PSAPs currently use Rapid SOS which will provide interoperability between state and regional dispatch centers to transfer a caller's information from PSAP to PSAP.

Components of RapidSOS such as Alarm Call Automation, Intelligent Analyst, Communicator, Single Sign On, and GIS are add-ons to the RapidSOS Solution and provide enhancements that allow for enhanced management of calls. In 99.9% of cases, RapidSOS receives emergency calls before the call enters the regional PSAP phone system. The RapidSOS system plots calls on a map and automatically provides location and other information allowing call-handlers to process calls quicker and more efficiently.

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. RapidSOS technology is a direct enhancement of the 911 telephone system.

FISCAL IMPACT

One-time and annual costs for the RapidSOS solution are to be paid directly from the Enhanced 911 Fund. There is sufficient budget authority in Fiscal Year 2026 in the Enhanced 911 Fund (208), Software Maintenance (710210) in the amount of [\$223,040] for the initial annual payment and [\$8,000] for one-time costs. In subsequent contract years, incremental base adjustments will be requested to cover the remaining four fiscal years, 2027-2031.

RECOMMENDATION

It is recommended that the Board approve the sole source, five-year agreement between Washoe County and RapidSOS, Inc. for a Next Generation 911 (NG911) technology solution to enhance emergency and non-emergency call handling at the Washoe County Sheriff's Office Communications Center, Reno Emergency Communications Center, and City of Sparks Communications Center, including improved caller location accuracy, PSAP-initiated text and video, AI-driven enhancements, and real-time transcription tools; for a cost not to exceed [\$1,125,200]; and authorize the Purchasing and Contracts Manager to execute the agreement.

POSSIBLE MOTION

Should the Board agree with Staff's recommendation, a possible motion would be: "Move to approve the sole source, five-year agreement between Washoe County and RapidSOS, Inc. for a Next Generation 911 (NG911) technology solution to enhance emergency and non-emergency call handling at the Washoe County Sheriff's Office Communications Center, Reno Emergency Communications Center, and City of Sparks

Communications Center, including improved caller location accuracy, PSAP-initiated text and video, AI-driven enhancements, and real-time transcription tools; for a cost not to exceed [\$1,125,200]; and authorize the Purchasing and Contracts Manager to execute the agreement.”