

TMFR Dispatch & Communications



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Current Washoe Dispatch/TMFR Arrangement

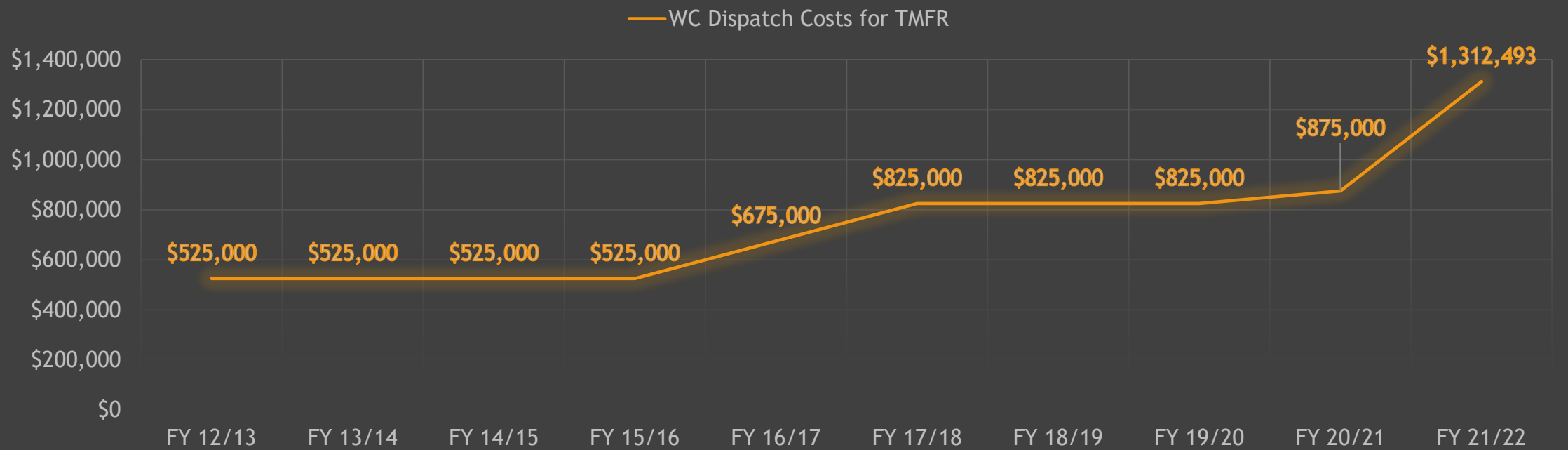


- TMFR currently contracts dispatching services to Washoe Dispatch
- Washoe Dispatch is managed by the Washoe County Sheriff's Office and all dispatchers are employees of WCSO
- Dispatchers are cross-trained for Fire, EMS, & Law Enforcement dispatch functions
- Standardized systems are used for dispatch processing (EFD, EMD, EPD)
- TMFR has one dedicated fire dispatch console and one consistently staffed radio channel. Other dispatch staff may intermittently staff additional channels depending upon availability and system volume

Washoe Dispatch-TMFR Annual Fees



WC Dispatch Costs for TMFR

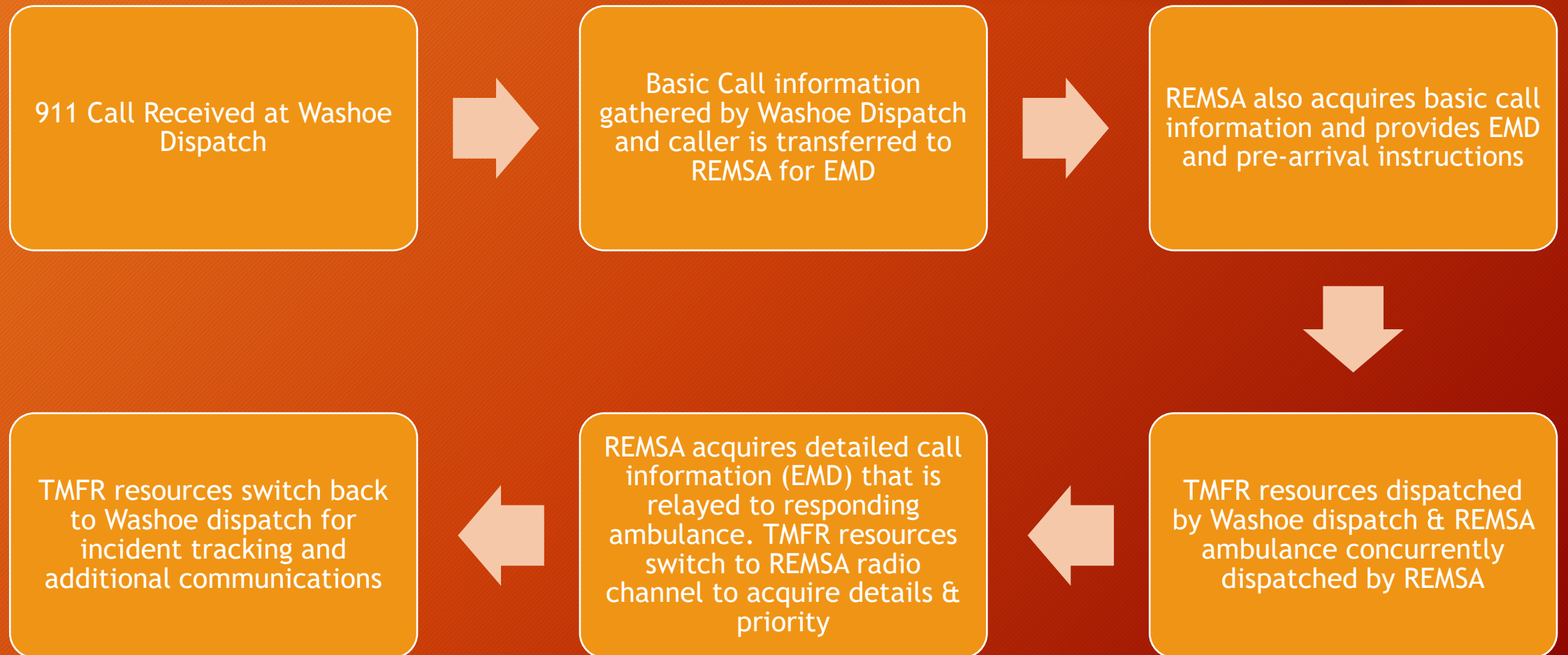


Contributing Factors to Rate Changes



- Fire channels were originally shared with NLTFPD when TMFR switched to Washoe Dispatch in 2012
- NLTFPD incrementally requested its own channel for portions of the 24 hour day, and eventually desired its own dedicated channel
- NLTFPD left Washoe Dispatch in July 2020 (went to Grass Valley Dispatch in CA), leaving TMFR as the only fire agency dispatched by Washoe Dispatch
- In February 2021, Washoe Dispatch assumed 911 call-taking functions that were previously provided by Reno Dispatch in exchange for crime lab services provided by WCSO. Call-taking and Dispatch Manager functions are now an increased cost to Washoe Dispatch

Current EMS Dispatch Process



Dispatch Alternatives



1. Remain status quo with Washoe Dispatch & budget for the \$437,493 annual increase
 - Pros- Maintains current systems & practices.
 - Cons- 50% increase in costs for the same services currently received. Does not resolve inefficiencies and conflicts over EMD with REMSA and redundant call processing & communications.
2. Remain with Washoe Dispatch and add the capability for a staffed command channel for 12 hours/day for an annual increase of \$862,123
 - Pros- Maintains current systems & practices, with enhancing the ability to have a staffed command channel for portions of the day when incidents most often occur.
 - Cons- Nearly doubles the current dispatch costs with only a modest increase in capabilities. Does not resolve inefficiencies and conflicts over EMD with REMSA and redundant call processing & communications.
3. Contract with REMSA for dispatching services, in lieu of Washoe Dispatch
 - Pros- Potentially maintains current dispatch costs with the possibility of savings in future years. Resolves EMD challenges between REMSA & TMFR, and streamlines communications between responders. Allows immediate access to more modern CAD features including AVL dispatch, and geo-based responses. Allows for earlier identification of incident priority to reduce unnecessary dual responses for low-acuity incidents (Priority 3's). Creates platform for future shared services between entities.
 - Cons- Requires initial investment in necessary infrastructure, training, and procedural adaptations. Requires 911 calls to go through Washoe Dispatch (PSAP) before getting passed to TMFR/REMSA.
4. Other???

Recommendation



Staff recommends Board direction to conduct a detailed analysis with REMSA, TMFR, & County staff to explore the potential for contracting TMFR dispatch services to REMSA. The analysis may include, but not be limited to:

- Initial infrastructure, training, and start-up costs
- Projected annual ongoing costs
- Staffing capabilities and radio channel/console availability
- 911 call-routing & processing including any potential for enhancements/delays
- EMD/EFD capabilities
- Integration of TMFR ambulances with REMSA system
- Transition process & possible start date

Questions???

