

TMFR Dispatch & Communications

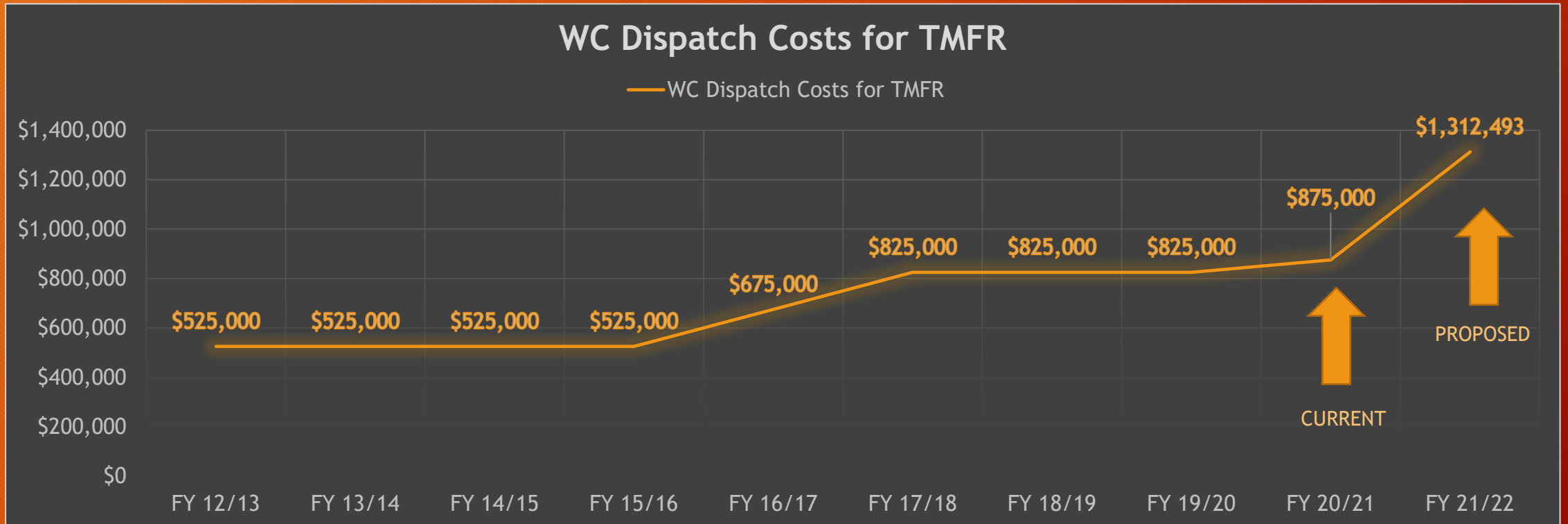


Current Washoe Dispatch/TMFR Arrangement

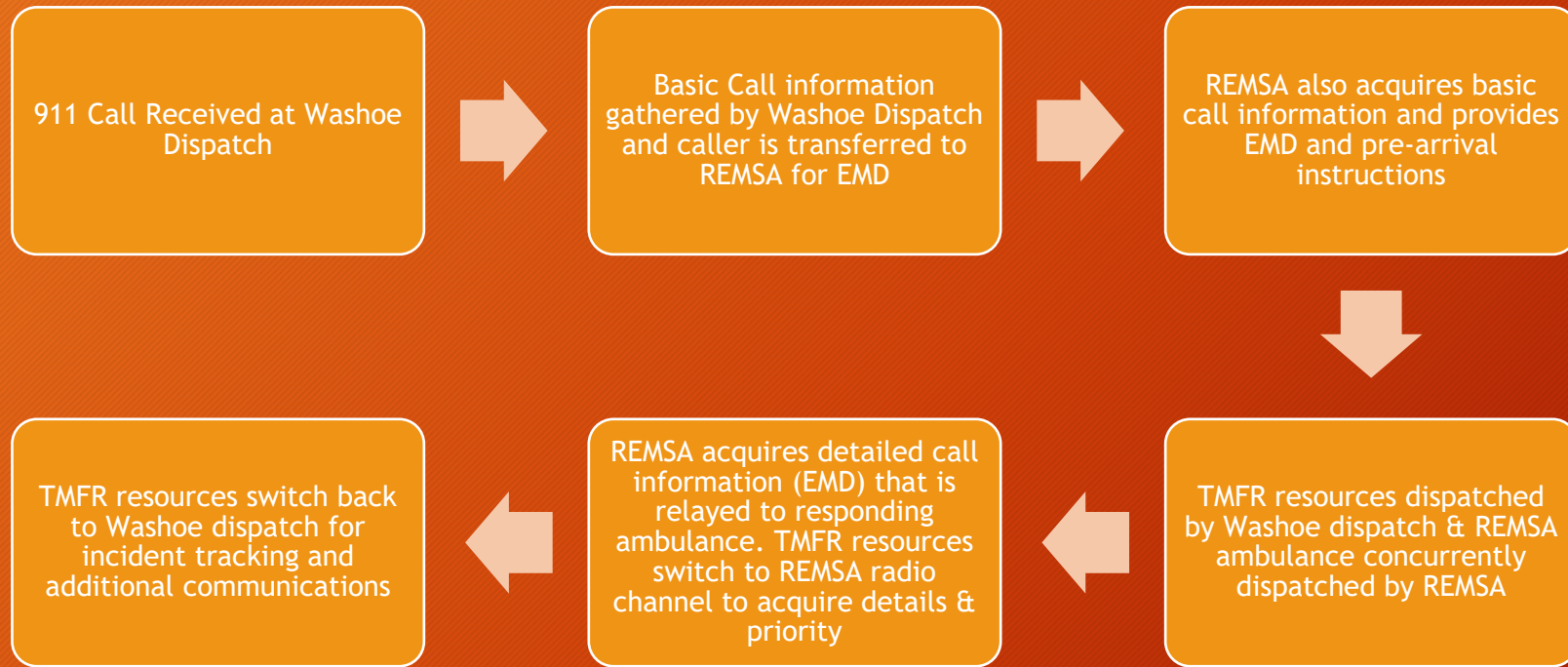


- TMFR currently contracts dispatching services to Washoe Dispatch
- Washoe Dispatch is managed by the Washoe County Sheriff's Office and all dispatchers are employees of WCSO
- Dispatchers are cross-trained for Fire, EMS, & Law Enforcement dispatch functions
- Standardized systems are used for dispatch 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

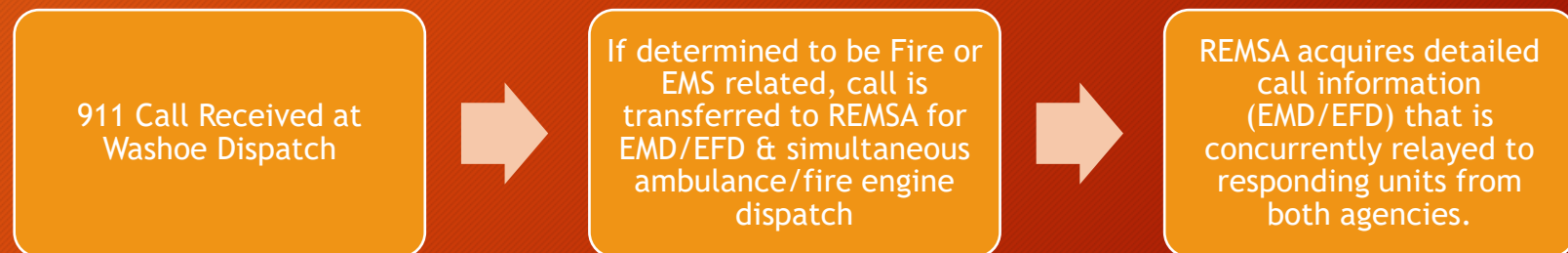
Washoe Dispatch-TMFR Annual Fees



Current EMS Dispatch Process



Proposed Dispatch Process



Dispatch Alternatives Analyzed



1. Remain status quo with Washoe Dispatch at \$1,312,492/year (\$437,493 annual increase)- **NOT RECOMMENDED**
2. Contract with the City of Reno (RFD) for dispatch services at \$718,263 for year 1- **NOT RECOMMENDED (Further Analysis on Next Slide)**
3. Contract with the City of Sparks for dispatch services- **NOT RECOMMENDED**
4. Contract with REMSA for dispatching services- **RECOMMENDED**
5. Establish an independent TMFR dispatch center- **NOT RECOMMENDED**

Stakeholder Involvement



- TMFR Division Chiefs
- TMFR Morning Briefings with All Staff
- IAFF Local 2487
- REMSA Management
- REMSA Dispatch/IT Staff
- WC District Attorneys Office
- Washoe County Regional Communications (Radio System)
- Washoe County Information Technology Services
- Radio/CAD Vendors
- Regional Fire Agencies

Comparison of REMSA v. Reno Dispatch



REMSA Dispatch

- TMFR/REMSA co-respond on 85% of incidents
- \$690,530 in Year 1
- \$588,346 in estimated one-time equipment/software costs
- 2% annual increase
- EMD capable with accredited program & EMS Dispatchers
- AVL capable CAD to send closest resources to incidents
- Radio systems are interoperable through patched channels
- Integrates CAD data to billing system
- Inexperienced with Fire Dispatching
- Currently utilizing a separate CAD from other agencies
- TMFR will control fire related dispatch policies

Reno Dispatch

- TMFR/RFD co-respond on approximately 2% of incidents
- \$718,263 in Year 1
- No known equipment/software costs
- Estimated 5-8% annual increase (TM projections)
- No current EMD capabilities
- CAD does not have AVL capabilities
- Common radio system
- Cannot automatically pass CAD data to billing programs
- Experienced with Fire Dispatching
- Currently utilizing a common CAD with other agencies
- TMFR may need to conform to current RFD policies

Radio System Configuration



Mutual/Automatic Aid Requests



- TM has direct mutual aid agreements with 13 agencies (and Statewide with all FD's)
- Most are requested via phone between dispatch centers
- CAD to CAD requests are optimal and would be configured with Washoe County agencies upon establishing a regional CAD system, or utilizing possible CAD to CAD links in the interim



911 Incident History Query Search (IHQ) ?

CAD Fire Help

System Favorites CallsForService (Pending&Active) Calls-For-Service(History Reports)

n:09 Run:AR930

Case #:RF210012493

XREF::Police Event:#211090609 Type:OUTAG Agency:RP Detail

14:01:53pdt CREATE R16228/RCT5 Location:7890 MARINER COVE DR, RNO Type:STRU1 DAREA:RFD Area:AR930 TypeDesc:STRU FIRE 1ST LocDesc:btwn MARINER COVE CT and MAUI CT Priority:1A Class:F:A Agency:RF Map:FD01SE LocType:S GeoLong:-119.908202 GeoLat:39.625746

14:03:12 ENTRY Comment:Fire ProQA recommends dispatch at this time

14:02:44 PROQA Case#:3639 Classify:Service: F Comment:CC text: Building/Structure over water fire
Caller Statement: STRUCTURE
Case#:3639 Classify:STRU1 Service: F Comment:CC text: Building/Structure over water fire
Caller Statement: STRUCTURE
CAD Response: DELTA = Multi Company All HOT/CODE 3

14:03:12 PROQA Dispatch Code: 69D10 (Building/Structure over water)
Short Key Questions: 1. At loc (2nd pty).
2. Smoke visible.
3. Bldg over water.
4. Multi-story: 2

14:03:12 ALI E911Phne:775/737-4704 E911Add:7871 MARINER COVE DR, RNO
E911Subs:SCHULTZ,PHILLIP E911Src:RESD

14:03:12 -ASSOC Service:P Event:#211090609 Type:OUTAG Agency:RP

14:03:12 -PREMIS Comment:PPR, FPR

14:03:19 SELECT R8966/RFD2

14:03:19 -SGGEST Unit:BAT1 E9 E10 E21 E4 T1 SAFET TMF1 UnmetReq:R SQ RHAB
Comment:Standard

14:03:35 DISP [BAT1](#) Operator:R6557 OperNames:ERLACH, WILLIAM

14:03:35 DISP [E9](#) Operator:R4126 OperNames:ARCHULETA, EDWARD

14:03:35 DISP [E10](#) Operator:R5049 OperNames:BIGGS, JUSTIN

14:03:35 DISP [E21](#) Operator:R10947 OperNames:SCHMIDT, JAMES

14:03:35 DISP [E4](#) Operator:R7267 OperNames:MCKINNON, GLENN

14:03:35 DISP [T1](#) Operator:R9432 OperNames:MANDELL, JOHN

14:03:35 DISP [SAFET](#) Operator:R5054 OperNames:RUTHERFORD, DAVID

14:03:35 DISP [TMF1](#)

14:03:35 -PRIU [BAT1](#)



911 Incident History Query Search (IHQ) ?

CAD Fire Help

System Favorites CallsForService (Pending&Active) Calls-For-Service(History Reports)

Detailed History for Fire Event #211090614 As of 5/28/2021 15:19:54

Output for: TM6998

Priority:1A Type:MUTUAL - MUTAL AID REQ

Location:7890 MARINER COVE DR, RNO btwn MARINER COVE CT and MAUI CT
Map:FD01SE

Created:	04/19/2021 14:06:09	RFD2	R8966
Entered:	04/19/2021 14:06:09	RFD2	R8966
Dispatch:	04/19/2021 14:06:46	WCC5	W4628
Enroute:	04/19/2021 14:06:46	WCC5	W4628
Onscene:	04/19/2021 14:26:25	WCC5	W4628
Closed:	04/19/2021 16:23:43	WCC5	W4628

ICUnit: PrimeUnit:TE44 Dispo:HOJ Type:MUTUAL - MUTAL AID REQ

Agency:TM(RF) DAREA:TMF(RFD) Station:09 Run:AR930

Case #:TM210003450 Detail

14:06:09pdt -CREATE Location:7890 MARINER COVE DR, RNO Type:STRU1 DAREA:RFD Area:AR930 TypeDesc:STRU FIRE 1ST LocDesc:btwn MARINER COVE CT and MAUI CT Priority:1A Class:F:A Agency:RF Map:FD01SE LocType:S GeoLong:-119.908202 GeoLat:39.625746

14:06:09 -ENTRY Comment:Fire ProQA recommends dispatch at this time

14:06:09 -PROQA Case#:3639 Classify:Service: F Comment:CC text: Building/Structure over water fire
Caller Statement: STRUCTURE
Case#:3639 Classify:STRU1 Service: F Comment:CC text: Building/Structure over water fire
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Implementation Plan



- Staff will finalize a full implementation plan, timeline, and project management program
- REMSA staff to begin EFD qualification and cross-training of existing/experienced staff and are reviewing dispatch audio tapes of current TMFPD incidents to familiarize with current practices and terminology
- Necessary equipment will be ordered & installed with redundancies & testing
- CAD programming and testing will be implemented with TMFPD staff oversight
- Current TMFPD dispatch policies will be revised and implemented with REMSA staff
- Go live date projected between 10/1/21- 1/1/22 (outside of peak fire season demand), but not before all testing meets requirements

Of Note:



- TMFPD will retain ownership of all purchased radio equipment and dispatch consoles.
- The service contract will ensure TMFPD controls oversight of operational dispatch policies & procedures
- The term of the service agreement is recommended to coincide with the roll-out of the new regional CAD system (likely 24-36 months). REMSA & TMFPD have expressed intent to migrate to that system as it becomes available.

Future Opportunities



- Regional CAD system is being designed with an RFP going out soon
- E911 funding will purchase the system for the region
- ALL agencies (including TMFR & REMSA) should be part of the new CAD
- The new CAD timeline is likely 24+ months away from operability
- Regionalization/co-location of dispatch entities

Recommendation



1. Proceed with development of a final contract for dispatch services with REMSA
2. Begin the process of acquiring the equipment, software & components needed to begin operations with REMSA
3. Concurrently work towards a future regionalized CAD system or dispatch center with TMFR participating in the interlocal governance agreement of the new system

Questions???

