**TMFR DISPATCH UPDATE**

TMFR successfully transitioned its dispatch services to REMSA Health on December 15, 2021 (approximately 10 weeks ago). All of the critical components that were necessary to make the transition were in place at that time, and the switch occurred seamlessly. This was the first time in REMSA’s history that they had dispatched fire services, which while similar to their EMS dispatching, it also has its own unique demands. The most notable differences were the regularity of large-scale incidents that require multiple resources (i.e. fires, haz-mat incidents, etc.) for longer durations. Both organizations had to adjust to some of the operational differences, and REMSA’s dispatchers expressed a strong desire to rapidly learn our new system. The District has seen continuous improvement of the program, and is finalizing some of the remaining low priority tasks. In all, the transition has accomplished the goals of better coordinating resources related to EMS incidents that comprise nearly 90% of all incidents, has created significant cost savings and efficiencies, and is allowing the District to reduce unnecessary fire responses while integrating the District’s ambulance services into a regional system with REMSA’s resources.

***Accomplishments and Remaining Tasks:***

* Successfully dispatched approximately 2500 incidents since transition
* Project completed under budget (nearly $700,000 less per year than originally proposed contract from Washoe Dispatch)
* TMFR continuing to operate on pre-existing 800 MHz primary channels, with full functionality of VHF & UHF systems
* REMSA/TM Dispatch have added additional 911 phone line pathways
* CAD data integrated into TMFR’s Fire RMS (Records Management System) system, First Due pre-planning and real-time incident data, station alerting system, and other IT components
* AVL fully functional with closest resource dispatching between TMFR units and REMSA resources
* Leveraging priority dispatch to reduce unnecessary responses to low acuity incidents. Example: if REMSA is within 5 minutes of TMFR’s response time to low acuity incidents, TMFR will hold its response. If the REMSA response is anticipated to be more than 5 minutes longer than TMFR’s, fire resources will respond
* TMFR ambulances directly integrated into REMSA’s regional system
* TMFR units no longer need to switch radio channels and dispatch centers to gather pertinent priority information and incidents details (as still being done by other fire agencies)
* Continuing to identify partnerships for 911 rollover’s during high incident volume times
* Working with regional PSAP’s to standardize some processes and terminology
* Continuing to monitor new regional CAD progress with the intention of joining into that system and/or regionalizing dispatch services