



TMFPD and REMSA Dispatch

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TMFPD Dispatch & Communications



- Review of Terminology
- Explanation of Radio Systems
- Historical Background of the Dispatch Transition
- Term of Agreement and Infrastructure Costs
- Lessons Learned
- Growth and Development
- Call Processing and Statistics
- Complexities

PSAP explanation transfer



- PSAP (Public Safety Answering Point) – Primary PSAPs receive 911 call centers that receive and handle emergency calls from the public. PSAPs are registered with the FCC and are assigned an ID number.

Terminology



- CAD (Computer Aided Dispatch) – A software platform that assists emergency services in managing and responding to calls.
 - Reno, Sparks, and Washoe County Utilize the Tiburon Platform.
 - REMSA utilizes the Tri-Tech Platform.
 - All agencies, including REMSA, are projected to switch to the new Hexagon CAD Platform in October 2025.
- * Short-term solutions were sought to bridge the differences before Hexagon could be implemented, but none were feasible

Terminology continued...



- EMD (Emergency Medical Dispatch) – Refers to a system where specifically trained dispatchers assess, and dispatch emergency medical services in response to medical emergencies. Specific questions related to the patient's condition are asked and lifesaving instructions are given to the caller to begin patient care before responders arrive.
- EFD (Emergency Fire Dispatch) – Refers to a system where specifically trained dispatchers assess and dispatch calls related to fire emergencies, using standardized protocols to define the appropriate determinate to send the appropriate fire response, based on the severity of the incident.

Terminology continued...



- AVL (Automated Vehicle Location) - Automatically detects and transmits a vehicle's geographic location in real-time. When utilized, it allows the CAD or the dispatcher to route the closest, most appropriate unit to an incident.
- Static Response Pattern – Uses predetermined response patterns based on the closest fire station location to an incident.
- Dynamic Response Pattern – This pattern utilizes real-time locations (AVL) of apparatus to determine the closest units available to send to an incident.

Terminology continued...



- Automatic Aid (Auto Aid) – A pre-arranged agreement between fire departments to automatically dispatch resources to specific locations or incidents without requiring a formal request.
- Enhanced Auto Aid – Form of auto aid that eliminates jurisdictional boundaries in specific locations to send the closest unit.

Radio System



- Truckee Meadows Fire Protection District (TMFPD) utilizes the Washoe County Regional Communication System (WCRCS) for communications.
 - This system is an 800 MHz platform utilized by numerous agencies statewide
 - TMFPD utilizes the same radio system as the City of Reno and The City of Sparks
 - Each agency has its own specified talk groups (channels)
 - Each agency has access to each other's talk groups
 - REMSA utilizes a UHF channel, which differs from 800MHz – Most agencies program the REMSA channels into their radios to ensure interoperability

Dispatch Transition Historical Background



- At the April 6, 2021, TMFPD Board of Fire Commissioners (BOFC) meeting, Commissioners directed staff to explore alternatives that could enhance dispatch services and maintain or reduce costs.
- Staff provided the following alternatives for dispatching services at the July 27, 2021, BOFC meeting:
 1. Maintain status quo dispatch services with WCSO (\$1,312,492/year FY 21/22)
 2. Contract for dispatch services with the City of Reno (\$718,263/year FY 21/22)
 3. Contract for dispatch services with the City of Sparks (not recommended)
 4. Contract for services with REMSA (\$690,530/year FY 21/22) Actual \$607,750
 5. Establish TMFPD's own independent dispatch center. (not recommended)
- On July 27, 2021, the BOFC approved staff's recommendation to enter into a contract with REMSA to provide dispatch services for TMFPD.

Term of Agreement and Infrastructure Costs



- 3-year agreement effective August 1, 2021
 - Automatic 12-month extension if neither party requests changes
- Dispatch “Start-up” Costs: \$705,504
 - E911 Reimbursed \$394,008
 - REMSA waived \$100,000 in fees
 - District out-of-pocket cost: \$211,533
- Last Year (2024) the District spent \$14,500 on Infrastructure upgrades

REMSA Dispatch Services Costs

Fiscal Year 2022 - \$331,950 (1/2 year)

Fiscal Year 2024 \$626,104

Fiscal Year 2023 \$613,827

Fiscal Year 2025 \$316,151 (1/2 year)

2025 Projected REMSA Dispatch Costs: \$642,000

Lessons Learned



- The transition time was too compressed (approved July 27, 2021—went “live” January 2022), leaving only 5 months to transition.
 - Required the transfer of many of our programs and systems at the same time
 - Timeline resulted in the shortage of sufficiently trained EFD personnel to bridge dispatch turnover rates
 - Multiple EFD changes required retraining dispatchers and line personnel for responses
- Lack of communication regarding enhanced auto-aid processes with other agencies, including mapping and jurisdictional response issues.

TMFPD's Growth and Development



- TMFPD assigned a Battalion Chief to act as a bridge between the two agencies, addressing concerns and building the program.
- Improved procedures for addressing concerns from the field and the center to enhance or correct internal customer service.
- Scheduled Bi-weekly meetings with REMSA to continue open dialog and obtain updates corrections or improvements.
- Utilized staff feedback to update EFD processes to improve response models and create consistency for dispatch staff.

REMSA's Growth and Development



- REMSA recruited and hired a new Dispatch Center Director.
- Addition of a second dedicated dispatcher for the TMFPD console.
- REMSA staff is receptive to changes and ideas to improve dispatch service delivery methods.
- Adaptability to changes in our ambulance deployment model.

Dual Collaboration



- Integration of TMFPD staff for dispatch training academies.
- Integration of dispatch staff into TMFPD training exercises, such as MCI drills and our annual wildland refreshers.
- Scheduling dispatch staff ride-alongs with TMFPD for significant events.
- Scheduling TMFPD staff sit-alongs in dispatch.
- Policy and guideline development.
- Joint meetings to discuss issues and improvements to processes.
- Improved and expanded enhanced areas responses with SFD.

REMSA Call Data



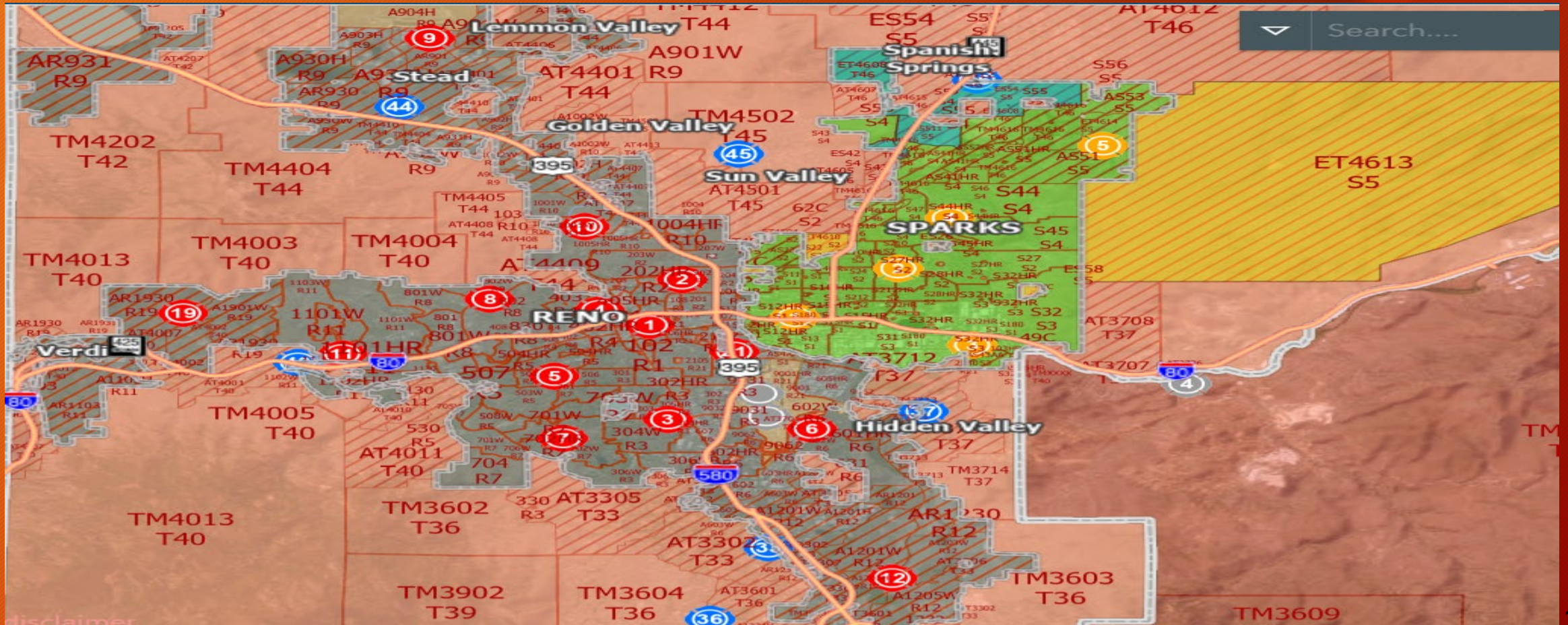
- REMSA dispatched 13,720 incidents for the TMFPD in 2024.
- REMSA dispatched 92,060 incidents total in their center in 2024.
- Total phone calls inbound and outbound was 243,638 in 2024.

Aid/Dispatch Complexities



- TMFPD has numerous agreements with agencies to provide and receive services.
 - Automatic Aid - Carson City, Reno, Sparks, Storey County North Lyon FPD, USFS, BLM, and NDF
 - Enhanced Aid - Closest unit response, regardless of jurisdiction, to include single apparatus response. Storey County, Pyramid Lake, North Lyon FPD(I-80 Corridor only)
 - North Lake Tahoe FPD on the Mt. Rose Hwy
 - City of Sparks- Multiple areas that border TMFPD and Sparks
 - During a more significant wildland fire, the incident is switched to Minden Dispatch
 - Due to the aid agreements with other agencies, multiple phone calls between dispatch centers on differing CAD systems are required to share information.

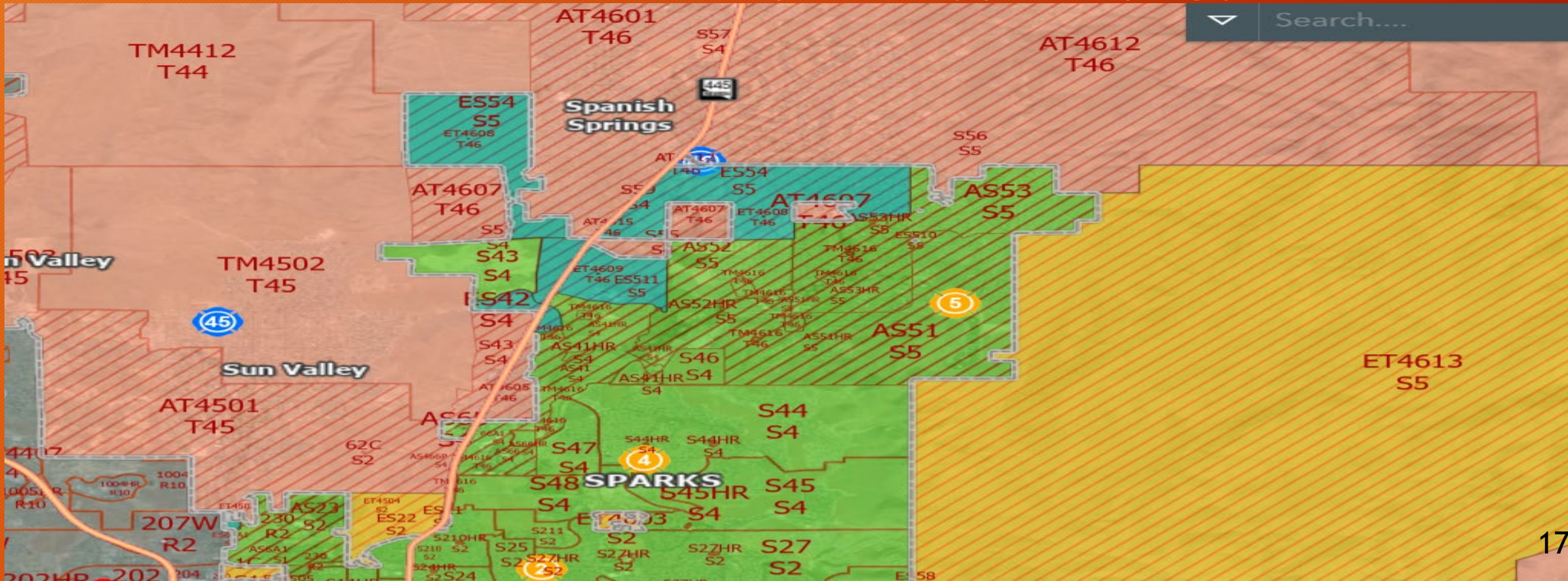
Enhanced and Automatic Aid Responses



Enhanced Aid TMFPD & City of Sparks



Enhanced Aid TMFPD and Sparks Fire (Spanish Springs)



Automatic Aid TMFPD & RFD



Reno Fire
District 12 and
TMFPD
District 33
(South Reno)



Future Possibilities



- The implementation of the Hexagon CAD system completes one phase of the 16 recommendations from the Federal Engineering study to obtain interoperability among all agencies.
- The final phase recommends consolidating 9-1-1 call answering, call processing, dispatch, and response in the region to the fullest extent possible.
- This recommendation could include a total consolidation of the Centers.

Questions?

