

DATE: August 26, 2024
TO: 911 Emergency Response Advisory Committee
FROM: Lisa Rose-Brown, Police Services Manager, Sparks Police Department,
lrosebrown@cityofsparks.us

THROUGH: Chris Crawforth, Chief of Police

SUBJECT: Reimbursement request – Live911 SOFTWARE for CITY OF SPARKS PSAP: A review, discussion, and possible action to approve, deny or otherwise modify a request for reimbursement to Sparks PSAP for Live911 SOFTWARE annual fee, for a cost not to exceed \$15,000.

SUMMARY

A review, discussion, and possible action to approve, deny or otherwise modify a request for reimbursement to Sparks PSAP for Live911 SOFTWARE annual fee, for a cost not to exceed \$15,000.

NRS APPLICABLE:

NRS 244A.7645 provides approval of costs associated with maintenance, upgrade, and replacement of equipment necessary for the operation of the enhanced telephone system.

STAKEHOLDER REVIEW(s)

Stakeholder is a primary Public Safety Answer Point (PSAP) – Sparks Dispatch.

PREVIOUS ACTION & BACKGROUND

This committee previously approved initial cost for purchase of Live911 in March 2022 and September of 2023.

This system allows Police Officers to hear a live 911 call while it is happening. This allows officers to hear, firsthand, information that influences a dispatchers decision making. This information allows officers prepare effective de-escalation techniques and provides information for situation awareness.

FISCAL IMPACT

The Enhanced 9-1-1 Fund is a special revenue fund which receives revenue pursuant to NRS 244A.7643 in the form of telephone surcharges collected to support the emergency reporting system.

RECOMMENDATION

It is recommended that the E911 Emergency Response Advisory Committee approve the request for reimbursement to Sparks PSAP for Live911 SOFTWARE annual fee, for a cost not to exceed \$15,000.

POSSIBLE MOTION

Move to approve that the E911 Emergency Response Advisory Committee approve the request for reimbursement to Sparks PSAP for Live911 SOFTWARE annual fee, for a cost not to exceed \$15,000.



LIVE911 RENEWAL AGREEMENT

Date: July 25, 2024

Customer: City of Sparks

Live911 Solution - 15 Licenses	Price
Base Software and 5 Concurrent Licenses	\$ 6,000
Additional Concurrent Licenses: 10 (\$900 each)	\$ 9,000
Total Annual Cost	\$ 15,000

Service Period: September 1, 2024 – August 31, 2025.

Payment Terms: 100% payment is due within 30 days upon invoice.

The Base License fee and the Additional License fee(s) are annual recurring charges. If the renewal fees are paid, the service will continue.

Maintenance and upgrades to the software are included in the renewal fees.

As part of the License maintenance, the Live911 service must have access to the HigherGround system that periodically checks on the status of the system and the currency of the licenses.

City of Sparks

Authorized Signature

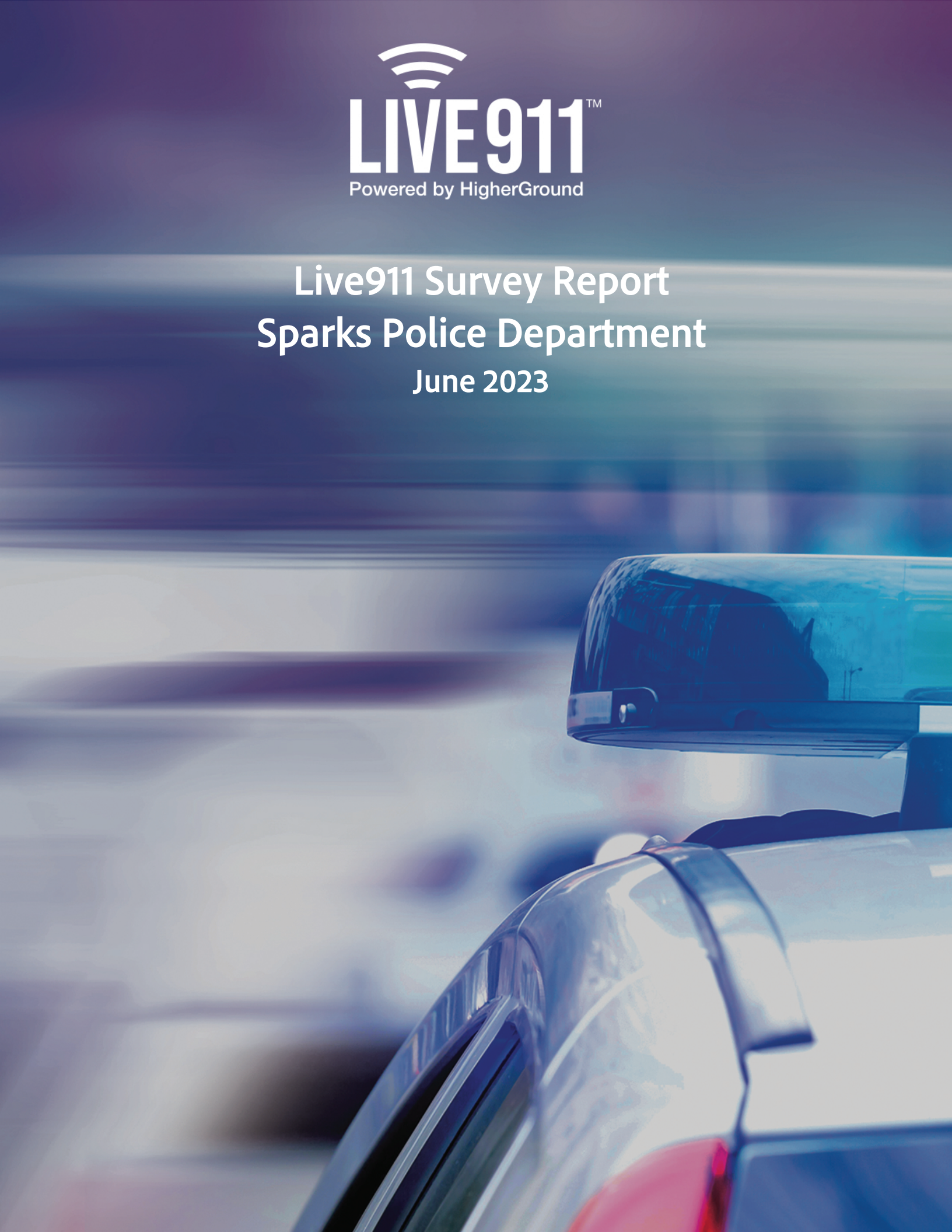
Print Name

Print Title

Date

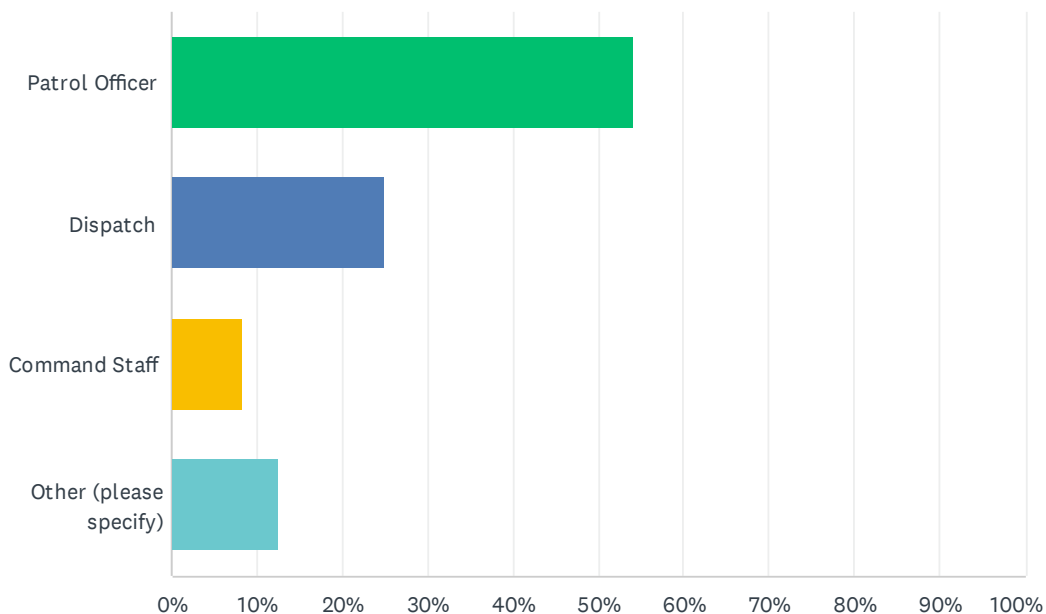


Live911 Survey Report
Sparks Police Department
June 2023



Q1 What is your position?

Answered: 24 Skipped: 0

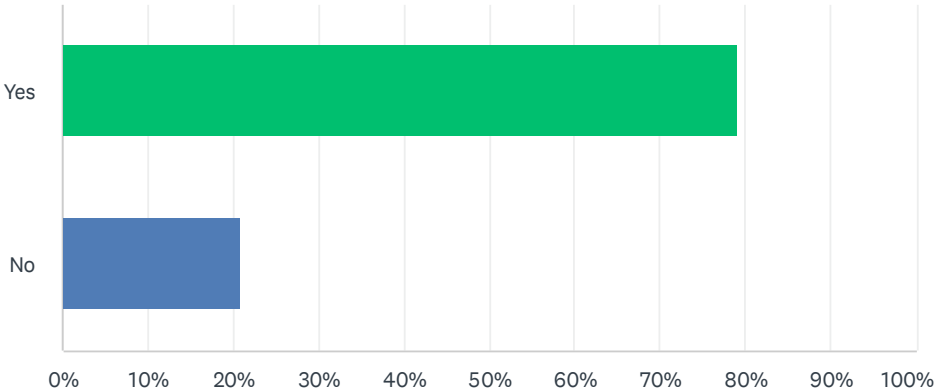


ANSWER CHOICES	RESPONSES
Patrol Officer	54.17% 13
Dispatch	25.00% 6
Command Staff	8.33% 2
Other (please specify)	12.50% 3
TOTAL	24

#	OTHER (PLEASE SPECIFY)	DATE
1	Patrol Lieutenant	5/15/2023 3:58 PM
2	Sergeant	5/11/2023 8:49 AM
3	K9 Handler	5/10/2023 3:33 PM

Q2 Have you used Live911?

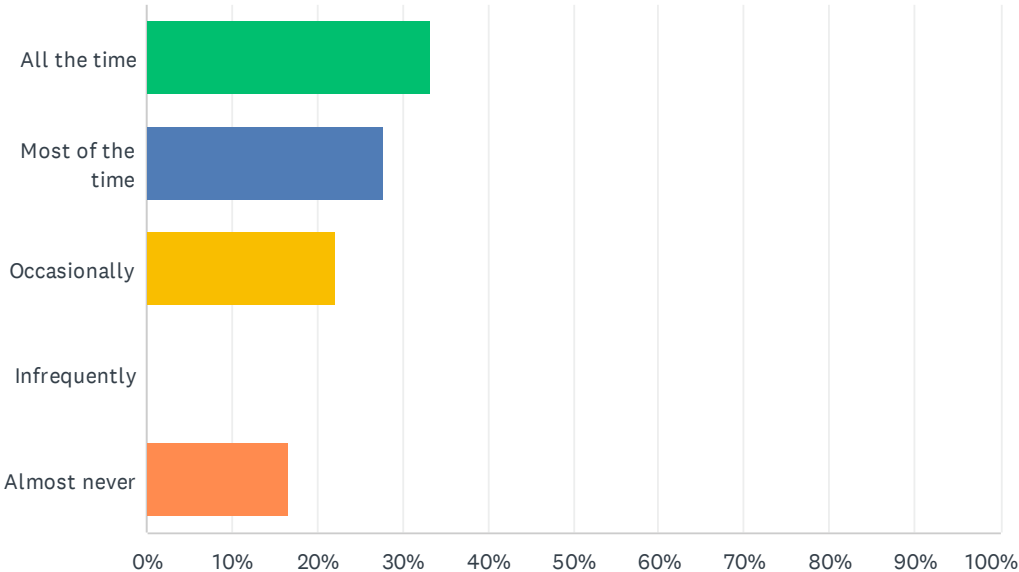
Answered: 24 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	79.17%	19
No	20.83%	5
TOTAL		24

Q3 How often do you use it?

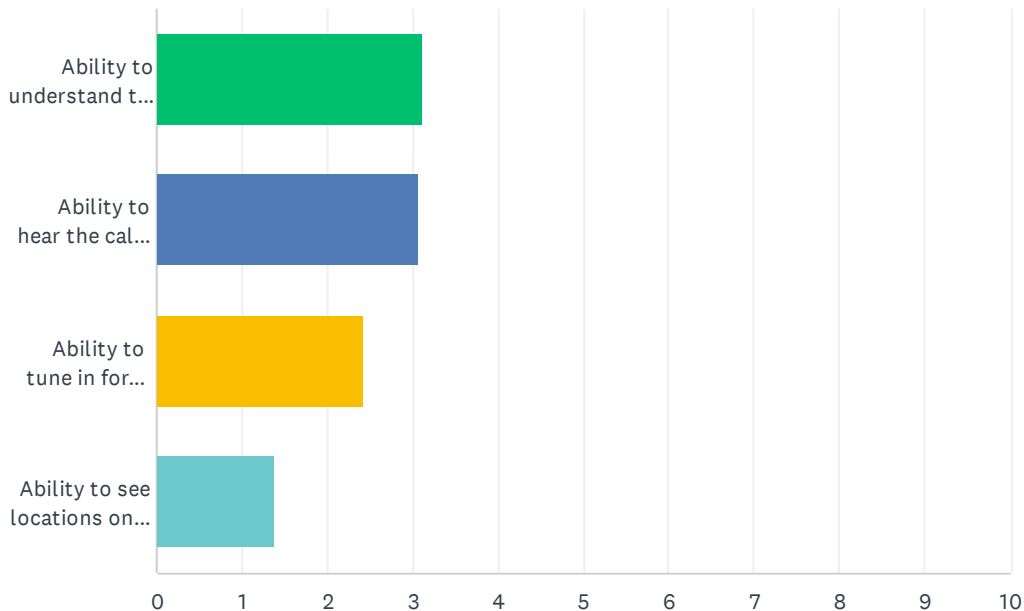
Answered: 18 Skipped: 6



ANSWER CHOICES	RESPONSES	
All the time	33.33%	6
Most of the time	27.78%	5
Occasionally	22.22%	4
Infrequently	0.00%	0
Almost never	16.67%	3
TOTAL		18

Q4 What is the most valuable benefit of the product? (Rank in order of importance, 1 being most important and 4 the least important)

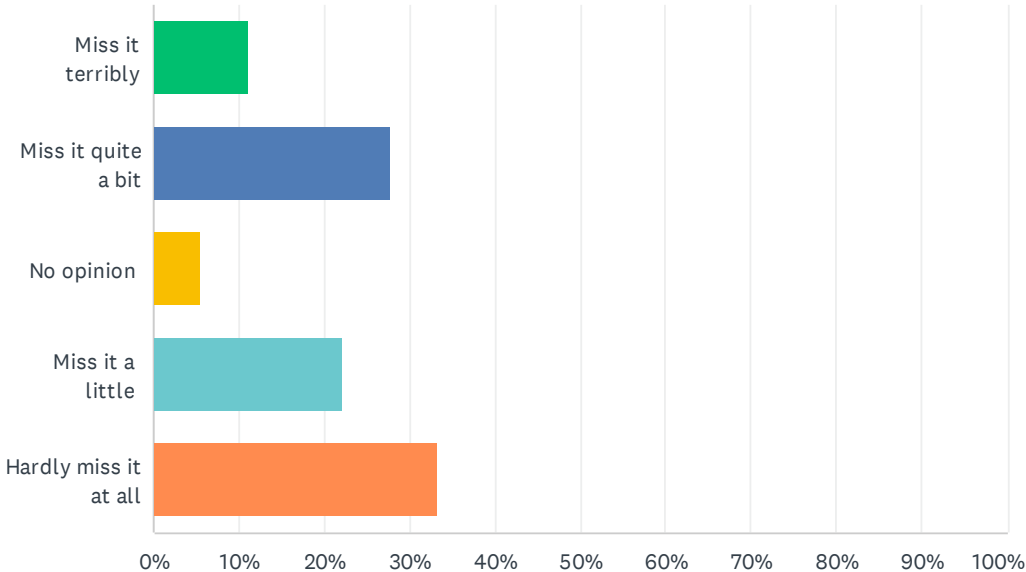
Answered: 18 Skipped: 6



	1	2	3	4	TOTAL	SCORE
Ability to understand the nature of the call/situational awareness	33.33% 6	44.44% 8	22.22% 4	0.00% 0	18	3.11
Ability to hear the call instantly/reduced response time	44.44% 8	27.78% 5	16.67% 3	11.11% 2	18	3.06
Ability to tune in for turn by turn or other real time info	16.67% 3	22.22% 4	50.00% 9	11.11% 2	18	2.44
Ability to see locations on the map	5.56% 1	5.56% 1	11.11% 2	77.78% 14	18	1.39

Q5 If the product became unavailable, would you:

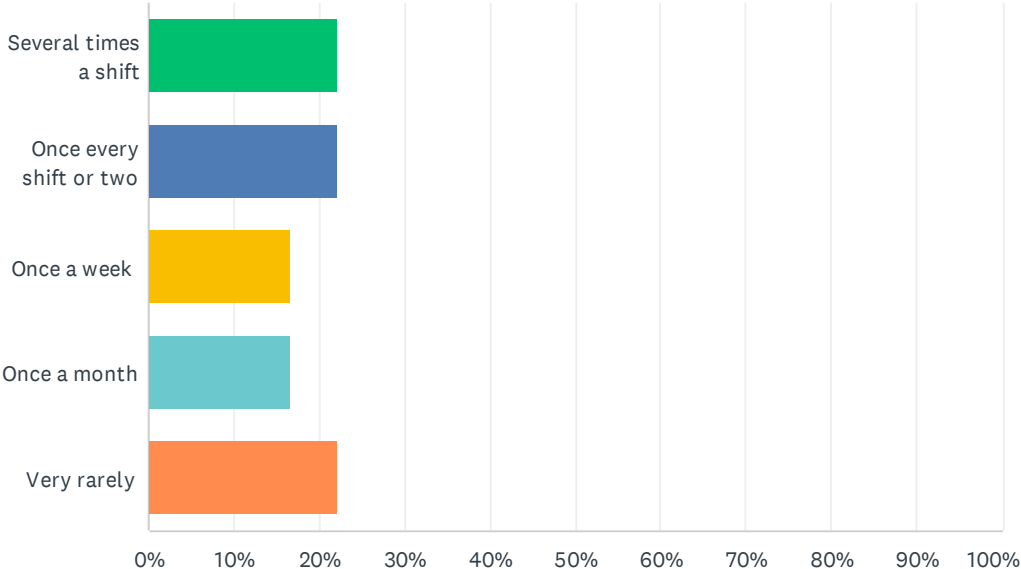
Answered: 18 Skipped: 6



ANSWER CHOICES	RESPONSES	
Miss it terribly	11.11%	2
Miss it quite a bit	27.78%	5
No opinion	5.56%	1
Miss it a little	22.22%	4
Hardly miss it at all	33.33%	6
TOTAL		18

Q6 How many times has Live911 made a significant improvement in your response?

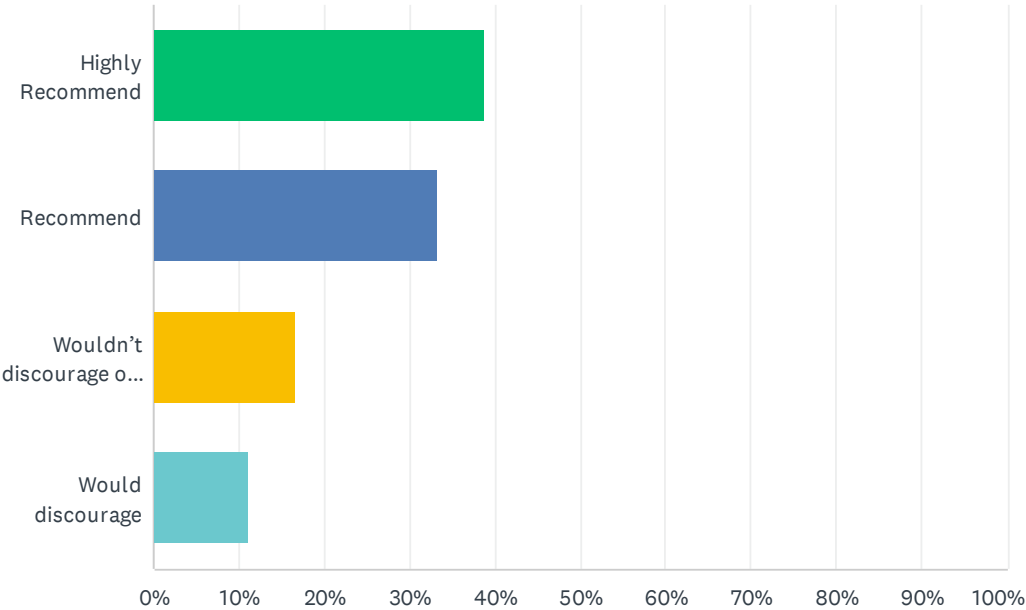
Answered: 18 Skipped: 6



ANSWER CHOICES	RESPONSES
Several times a shift	22.22% 4
Once every shift or two	22.22% 4
Once a week	16.67% 3
Once a month	16.67% 3
Very rarely	22.22% 4
TOTAL	18

Q7 How would you recommend this product to another agency?

Answered: 18 Skipped: 6



ANSWER CHOICES	RESPONSES
Highly Recommend	38.89% 7
Recommend	33.33% 6
Wouldn't discourage or recommend	16.67% 3
Would discourage	11.11% 2
TOTAL	18

Q8 Do you have a story where Live911 made a big difference or saved a life?

Answered: 9 Skipped: 15

#	RESPONSES	DATE
1	N/A	5/13/2023 11:31 AM
2	During a welfare check I obtained information not included in the call for service. Based on the info I heard, I was certain I needed to find a way into the residence. When I did, I found an elderly female who had fallen and was unable to ask for help. She had Ben lying on floor for over 12 hours.	5/11/2023 1:56 PM
3	No	5/11/2023 8:51 AM
4	Yes, in response to a vehicle vs pedestrian that left the scene and we located the suspect vehicle within min of the call	5/11/2023 6:51 AM
5	I was listening to Live911 when a vehicle crash automated call was placed. Officers were able to start toward the location sooner than if we did not have the system. A juvenile died, and multiple others were significantly injured. I believe Live911 helped saved some of the juvenile's lives by allowing a quicker response time by police.	5/11/2023 6:40 AM
6	While listening to a 911 call, I could hear multiple children screaming and crying in the back ground that our dispatch did not notate in the call. Because of what I was hearing, this resulted in me arriving earlier than what i intended and I knew other children were in the home, so I could locate them when i got there. On a daily basis, listening to a 911 call helps me understand the nature of what I may be responding to that a dispatcher may miss. It has also significantly decreased response time.	5/11/2023 6:19 AM
7	No	5/10/2023 8:49 PM
8	While on patrol I was able to hear a domestic battery call being taken and began driving toward the location. The caller stated the subject was armed and had already hurt her son. I was able to get there faster due to the use of live 911 and probably saved the lives of the wife and child.	5/10/2023 3:39 PM
9	Big difference and able to quickly respond to areas and scenes before dispatchers even put the call in, which increases response.	5/10/2023 3:30 PM

Q9 Do you have any product recommendations or features you'd like to see added?

Answered: 7 Skipped: 17

#	RESPONSES	DATE
1	Give me an option to report when I think the dispatchers are being disrespectful or inappropriate to the callers.	5/13/2023 11:31 AM
2	No	5/11/2023 1:56 PM
3	No	5/11/2023 8:51 AM
4	N/A	5/11/2023 6:51 AM
5	The only benefit that a I can see this application having is if it had a play back function so Officers could listen to the call when on scene to confirm or contradict interviews with suspects.	5/10/2023 8:49 PM
6	I would like to be able to just hit the space bar when i want to dismiss the call i am listening too. It makes it hard to scroll to the X to dismiss the call while driving.	5/10/2023 3:47 PM
7	None	5/10/2023 3:39 PM

Q10 Do you have any concerns or complaints about the product?

Answered: 8 Skipped: 16

#	RESPONSES	DATE
1	No	5/11/2023 1:56 PM
2	None	5/11/2023 8:51 AM
3	no	5/11/2023 6:51 AM
4	There are occassional glitches where the 911 calls sometimes won't play, but it doesn't happen often.	5/11/2023 6:19 AM
5	It's too much to listen to on top of everything else that you are focusing on. 99 percent of calls Officers do not need this few seconds saved.	5/10/2023 8:49 PM
6	No	5/10/2023 3:47 PM
7	None	5/10/2023 3:39 PM
8	Slight delay sometimes	5/10/2023 3:30 PM

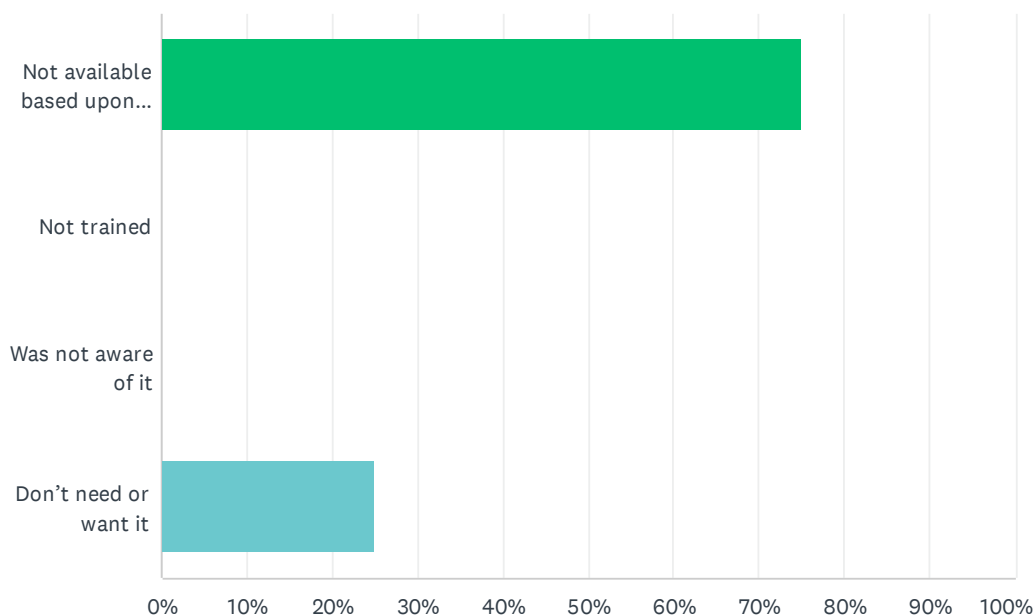
Q11 Thank you for taking the time to provide your experiences with Live911. Again, the individual information that you have submitted is anonymous and will be combined to provide a comprehensive report. HigherGround, the manufacturer of Live911, is looking for end-users to share their positive stories of how the technology has made an impact by providing officers with more information to respond quicker, to improve situational awareness, and to save lives. If you are willing to have a communication professional contact you for an interview, please enter your email address. Thank you.

Answered: 5 Skipped: 19

#	RESPONSES	DATE
1	jwoodard@cityofsparks.us	5/15/2023 3:59 PM
2	strevino@cityofsparks.us	5/11/2023 6:51 AM
3	rcanterbury@cityofsparks.us	5/10/2023 8:49 PM
4	tradley@cityofsparks.us	5/10/2023 3:39 PM
5	Bwisneski@cityofsparks.us	5/10/2023 3:29 PM

Q12 Why haven't you used Live911?

Answered: 4 Skipped: 20

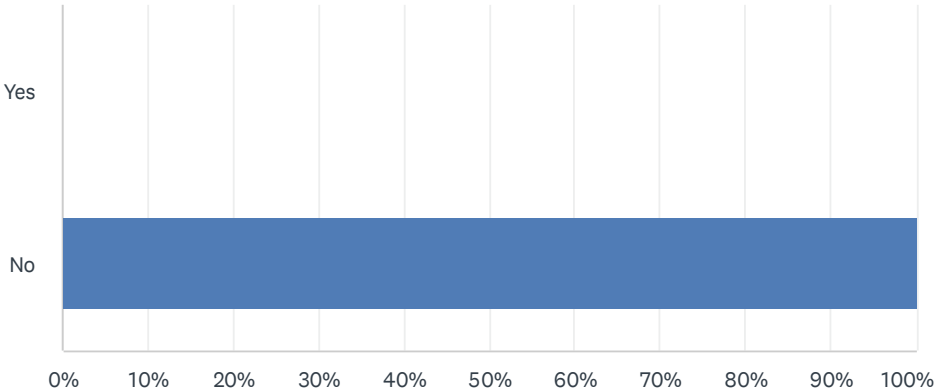


ANSWER CHOICES	RESPONSES
Not available based upon position	75.00% 3
Not trained	0.00% 0
Was not aware of it	0.00% 0
Don't need or want it	25.00% 1
TOTAL	4

#	PLEASE EXPLAIN	DATE
1	As a dispatcher we do not use the program, this is a patrol based program. My day to day hasn't been effected at all.	5/12/2023 7:59 AM
2	We have too much to listen to as is while on patrol. If there was a way to filter out all the medical calls so only police calls came through, I would 100% use it.	5/10/2023 3:36 PM

Q13 From what you have heard, would you be interested in using Live911?

Answered: 4 Skipped: 20



ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	100.00%	4
TOTAL		4