DATE: April 7th, 2025

TO: 911 Emergency Response Advisory Committee

FROM: Jenn Felter, Communications Supervisor, Washoe County 775/333-7017, jfelter@washoecounty.gov

THROUGH: Sheriff Darin Balaam, Washoe County Sheriff's Office

SUBJECT: REQUEST FOR TRAINING FUNDING FOR WASHOE COUNTY SHERIFF'S OFFICE COMMUNICATIONS PSAP: A review, discussion, and possible action to approve, deny, or otherwise modify a request to fund/reimburse for the costs associated with International Academy of Emergency Dispatching EMD/EPD/EFD on-line software training and certifications for one Washoe County Communications Specialist new employee, for a amount not to exceed $1,275.00.

SUMMARY

PUBLIC SAFETY TRAINING CONFERENCE FOR PRIMARY PSAP (Public Safety Answering Point) **WASHOE COUNTY SHERIFF'S OFFICE COMMUNICATIONS**:

A review, discussion, and possible action to approve, deny, or otherwise modify a request to fund/reimburse for the costs associated with International Academy of Emergency Dispatching EMD/EPD/EFD on-line software training and certifications for one Washoe County Communications Specialist new employee, for an amount not to exceed $1,275.00.

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 Answering Points (PSAP) – Washoe County Sheriff's Office Communications.

PREVIOUS ACTION BACKGROUND

In the E911 Emergency Response Advisory board meeting November 2024, the Board approved funding to reimburse the County for same/like classes. Additionally, the E-911 Board has traditionally funded the region's training which enhances our ability to instruct citizens over the phone during Police, Fire, and/or Medical events.
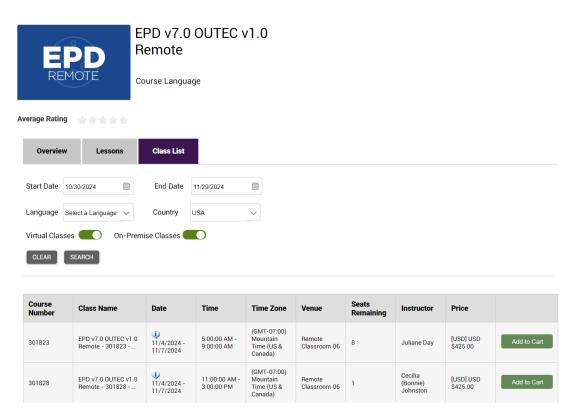
FISCAL IMPACT

The Enhanced 911 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. Budget authority exists within the E911 Fund to the travel and training to the public safety training conferences for registrations, seminars and meetings.

RECOMMENDATION

It is recommended that the E911 Emergency Response Advisory Committee approve the request to fund/reimburse all costs associated with International Academy of Emergency Dispatching EMD/EPD/EFD call taking on-line training and certification in an amount not to exceed $1,275.00 total for Washoe County Communications PSAP.

POSSIBLE MOTION

Move to approve the recommendation to fund associated costs with training EMD/EFD/EPD in an amount not to exceed $1,275.00.

EPD v7.0 OUTEC v1.0 Remote

Course Language

Average Rating ☆☆☆☆☆

Overview	Lessons	**Class List**

Start Date `10/30/2024`   End Date `11/29/2024`

Language `Select a Language ▾`   Country `USA ▾`

Virtual Classes 🟢   On-Premise Classes 🟢

`CLEAR` `SEARCH`

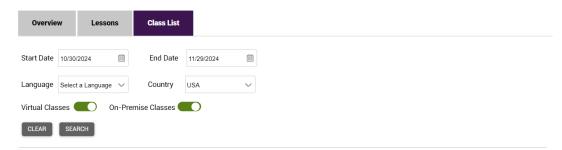| Course Number	Class Name	Date	Time	Time Zone	Venue	Seats Remaining	Instructor	Price	
301823	EPD v7.0 OUTEC v1.0 Remote - 301823 -...	ⓘ 11/4/2024 - 11/7/2024	5:00:00 AM - 9:00:00 AM	(GMT-07:00) Mountain Time (US & Canada)	Remote Classroom 06	8	Juliane Day	[USD] USD $425.00	Add to Cart
301828	EPD v7.0 OUTEC v1.0 Remote - 301828 -...	ⓘ 11/4/2024 - 11/7/2024	11:00:00 AM - 3:00:00 PM	(GMT-07:00) Mountain Time (US & Canada)	Remote Classroom 06	1	Cecilia (Bonnie) Johnston	[USD] USD $425.00	Add to Cart

EPD-Q PS 10.1 PPDS v7 Remote

Course Language

Average Rating ☆☆☆☆☆

Overview	Lessons	**Class List**	Prerequisites

Start Date `10/30/2024`   End Date `11/29/2024`

Language `Select a Language ▾`   Country `USA ▾`

Virtual Classes 🟢   On-Premise Classes 🟢

`CLEAR` `SEARCH`

Course Number	Class Name	Date	Time	Time Zone	Venue	Seats Remaining	Instructor	Price	
301819	EPD-Q PS 10.1 PPDS v7 Remote - 301819...	ⓘ 11/11/2024 - 11/14/2024	7:00:00 AM - 11:00:00 AM	(GMT-07:00) Mountain Time (US & Canada)	Remote Classroom 05	8	Jonathan Slattery	[USD] USD $655.00	Add to Cart
302002	EPD-Q PS 10.1 PPDS v7 Remote - 302002...	ⓘ 11/24/2024 - 11/27/2024	12:00:00 PM - 4:00:00 PM	(GMT-07:00) Mountain Time (US & Canada)	Remote Classroom 05	11	Joan Villa	[USD] USD $655.00	Add to Cart

EFD v7 OUTEC Remote

Course Language

Average Rating ☆☆☆☆☆

Overview	Lessons	**Class List**

Start Date 10/30/2024 📅   End Date 11/29/2024 📅

Language Select a Language ⌄   Country USA ⌄

Virtual Classes 🟢   On-Premise Classes 🟢

CLEAR   SEARCH

Course Number	Class Name	Date	Time	Time Zone	Venue	Seats Remaining	Instructor	Price	
301745	EFD v7 OUTEC Remote - 301745 - Open C...	ⓘ 11/4/2024 - 11/7/2024	4:00:00 PM - 8:00:00 PM	(GMT-07:00) Mountain Time (US & Canada)	Remote Classroom 04	7	Fred Heinrich	[USD] USD $425.00	Add to Cart
301808	EFD v7 OUTEC Remote - 301808 - Open C...	ⓘ 11/5/2024 - 11/8/2024	12:00:00 PM - 4:00:00 PM	(GMT-07:00) Mountain Time (US & Canada)	Remote Classroom 13	2	Richard Lindfors	[USD] USD $425.00	Add to Cart

EFD-Q PS 10.1 FPDS v7 Remote

Course Language

Average Rating ☆☆☆☆☆

Overview	Lessons	**Class List**	Prerequisites

Start Date 10/30/2024 📅   End Date 11/29/2024 📅

Language Select a Language ⌄   Country USA ⌄

Virtual Classes 🟢   On-Premise Classes 🟢

CLEAR   SEARCH

Course Number	Class Name	Date	Time	Time Zone	Venue	Seats Remaining	Instructor	Price	
301818	EFD-Q PS 10.1 FPDS v7 Remote - 301818...	ⓘ 11/4/2024 - 11/7/2024	12:00:00 PM - 4:00:00 PM	(GMT-07:00) Mountain Time (US & Canada)	Remote Classroom 05	8	Janine Hallow	[USD] USD $655.00	Add to Cart
301829	EFD-Q PS 10.1 FPDS v7 Remote - 301829...	ⓘ 11/18/2024 - 11/21/2024	7:00:00 AM - 11:00:00 AM	(GMT-07:00) Mountain Time (US & Canada)	Remote Classroom 05	5	Joan Villa	[USD] USD $655.00	Add to Cart

EMD v14 OUTEC v1.0 Remote

Course Language

Average Rating ☆☆☆☆☆

| Overview | Lessons | **Class List** |

Start Date 10/30/2024   End Date 11/29/2024

Language Select a Language ⌄   Country USA ⌄

Virtual Classes ⬤   On-Premise Classes ⬤

CLEAR   SEARCH

Course Number	Class Name	Date	Time	Time Zone	Venue	Seats Remaining	Instructor	Price	
301721	EMD v14 OUTEC v1.0 Remote - 301721 - ...	ⓘ 11/4/2024 - 11/13/2024	12:00:00 AM - 4:00:00 AM	(GMT-07:00) Mountain Time (US & Canada)	Remote Classroom 02	10	Wesley Carter	[USD] USD $425.00	Add to Cart
301731	EMD v14 OUTEC v1.0 Remote - 301731 - ...	ⓘ 11/4/2024 - 11/13/2024	5:00:00 AM - 9:00:00 AM	(GMT-07:00) Mountain Time (US & Canada)	Remote Classroom 03	1	Charles Stewart	[USD] USD $425.00	Add to Cart

EMD-Q PS 10.1 MPDS v14 Remote

Course Language

Average Rating ☆☆☆☆☆

| Overview | Lessons | **Class List** | Prerequisites |

Start Date 10/30/2024   End Date 11/29/2024

Language Select a Language ⌄   Country USA ⌄

Virtual Classes ⬤   On-Premise Classes ⬤

CLEAR   SEARCH

Course Number	Class Name	Date	Time	Time Zone	Venue	Seats Remaining	Instructor	Price	
301827	EMD-Q PS 10.1 MPDS v14 Remote - 30182...	ⓘ 11/11/2024 - 11/14/2024	12:00:00 PM - 4:00:00 PM	(GMT-07:00) Mountain Time (US & Canada)	Remote Classroom 05	10	Gregory Scott	[USD] USD $655.00	Add to Cart
301999	EMD-Q PS 10.1 MPDS v14 Remote - 30199...	ⓘ 11/18/2024 - 11/21/2024	12:00:00 PM - 4:00:00 PM	(GMT-07:00) Mountain Time (US & Canada)	Remote Classroom 05	10	Gregory Scott	[USD] USD $655.00	Add to Cart

IAED Training Recipients:

Supervising Communication Specialists, Chelsey Nahouraii

Communications Call Taker, Catherine Van Dellen

Communications Specialist, Ryan Maloney

Communications Specialist, Krista Bates

Class Registration

EFD v8.0 OUTEC Remote

Class ID:	309363
Language:	English
Time Zone:	(GMT-07:00) Mountain Time (US & Canada)
Date(s):	04/14/2025 04/15/2025 04/16/2025 04/17/2025
Time:	11:00 AM - 3:00 PM
Host Agency:	Priority Dispatch Corp. - customer
Venue:	Remote Classroom 04
Seats Remaining:	3
Class Status:	Active
Instructor Name:	Richard Lindfors
Price:	$ 425.00
Course Description:	

Not available

Class Registration

EMD v14 OUTEC v1.0 Remote

Class ID:	309612
Language:	English
Time Zone:	(GMT-07:00) Mountain Time (US & Canada)
Date(s):	04/18/2025
	04/21/2025
	04/22/2025
	04/23/2025
	04/24/2025
	04/25/2025
Time:	12:00 PM - 4:00 PM
Host Agency:	Priority Dispatch Corp. - customer
Venue:	Remote Classroom 02
Seats Remaining:	1
Class Status:	Active
Instructor Name:	Victoria Maguire
Price:	$ 425.00

Course Description:

Choosing this training program automatically enrolls the student in **two** separate learning modules.

OUTEC is our Online Universal Telecommunication Essentials Course a three-hour training that provides universal content which is applicable to all EMD/EFD/EPD certification courses presented in a self-paced online format. Completion of this module is required to achieve certification through the International Academies of Emergency Dispatch.

Be aware that the exam is based on the MPDS cardset not the automated software (ProQA®).

Prior to attending the EMD classstudents must complete all current OUTEC lessons and successfully complete the associated OUTEC exam or have successfully completed an ETC Course within the past two years.

Students who have not met the OUTEC requirement willnot be admittedto the training and will need to reschedule for a later class.

The EMD Module is a twenty-four-hour Instructor led training ineitheran On-site or Remote (Online) environment. On-site training will consist of three nine-hoursessions of EMD specific content (includes a lunch break). Remote training will consist of six four-hour sessions of EMD specific content.Full attendance at all sessions is required to be eligible for the final certification exam.To be EMD-certified the applicant must also be CPR-certified through the National Safety Council American Heart Association American Red Cross European Re

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EPD v7.0 OUTEC v1.0 Remote

Class ID:	309831
Language:	English
Time Zone:	(GMT-07:00) Mountain Time (US & Canada)
Date(s):	04/21/2025 04/22/2025 04/23/2025 04/24/2025
Time:	4:00 PM - 8:00 PM
Host Agency:	Priority Dispatch Corp. - customer
Venue:	Remote Classroom 06
Seats Remaining:	11
Class Status:	Active
Instructor Name:	Juliane Day
Price:	$ 425.00

Course Description:

The Emergency Police Dispatcher™ (EPD™) is an essential component of any effective police/law enforcement response system. Proper and timely training in the use of the Police Priority Dispatch System™ (PPDS®) helps EPDs deliver quality service to the calling public. Completion of this course provides students with confidence to begin using the protocol on-line in the busiest of communication centers. Classes use hands-on teaching class participation simulated and actual calls and feedback to prepare the students for work in a communication center.

Be aware that the exam is based on the PPDS cardset not the automated software (ProQA®).

STUDENT CANCELLATION POLICY: To avoid any penalties registrations for classes must be canceled or rescheduled at least 48 hours prior to the start date of the class by contacting course.coordinator@prioritydispatch.net. If a notification to cancel or reschedule the class is provided less than 48 hours prior to the start date then you will be required to pay for 100% of the class tuition. If the class is canceled or rescheduled prior to the 48-hour cutoff you will be issued a voucher in the amount equal to the class. AGENCY CANCELLATION POLICY: To avoid any penalties classes must be canceled at least three weeks prior to the start date of the class by contacting course.coordinator@prioritydispatch.net. If the notification to cancel the class is provided less than three weeks prior to the start date of the class the agency will incur a $1000 administrative fee. If the class is canceled prior to the three-week cutoff the agency will not be charged the administrative fee.