

**DATE:** November 20, 2025  
**TO:** 911 Emergency Response Advisory Committee  
**FROM:** Connie Shepperd, Sparks Police, Police Service Manager, 775-353-2241 ext. 5550, [cshepperd@cityofsparks.us](mailto:cshepperd@cityofsparks.us)  
**THROUGH:** Chris Crawforth, Chief of Police  
**SUBJECT:** **SPARKS POLICE DISPATCH PSAP** (Public Safety Answering Point) REIMBURSEMENT REQUEST [For possible action] – A review, discussion and possible action to approve, deny or otherwise modify a request for reimbursement to Sparks PSAP for the Live911 Software annual fee, for an amount not to exceed \$15,000.

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### **SUMMARY**

A review, discussion, and possible action to approve, deny or otherwise modify a request for reimbursement to Sparks PSAP for the Live911 Software annual fee, for an amount 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 Police Department Dispatch.

### **PREVIOUS ACTION & BACKGROUND**

This committee previously approved the initial cost for purchase of Live911 in March 2022 and then approved the renewal in September of 2023 and September 2024. Today's request is for reimbursement to Sparks PSAP for the renewal of the Live911 Software.

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 to prepare effective de-escalation techniques and provides information for situation awareness.

### **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.

**RECOMMENDATION**

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



## LIVE911 RENEWAL AGREEMENT

Date: August 26, 2025

Customer: City of Sparks  
1701 E. Prater Way, Sparks, NV 89434

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

Service Period: October 1, 2025 – September 30, 2026.

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 updates are included in the software renewal fees.

The Live911 server must be able to communicate with HigherGround's License Management Server (LMS). Alarms are sent from the Live911 server to the LMS. The Live911 server also queries LMS for license changes.

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

### City of Sparks

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Print Name


\_\_\_\_\_  
Print Title

\_\_\_\_\_  
Date

**CITY OF SPARKS**

**REQUEST FOR PURCHASE ORDER**

This Document has no legal force and effect and shall not bind the City of Sparks to make any purchases unless it has been properly executed by the City of Sparks Purchasing Manager.

Date	F.O.B. Point	Tax Exemption	Mail Invoices To:	P.O. Number
9/16/2025	S.P.D.	Nevada NRS 372.325/Federal A-396200	Finance Department	
<u>Discount Terms</u>		<u>Delivery Time</u>	<u>Vendor Number</u> 313196	This Number Must Appear On All Packages And Papers Relating To This Order. 
Higher Ground Inc. 275 E. Hillcrest Drive Ste#160-108 Thousand Oaks, CA 91360 818-456-1600			<u>Special Shipping Instructions</u> Sparks Police Department 1701 E. Prater Way Sparks, NV 89434	
ITEM #	QUANTITY/UNIT	DESCRIPTION/ADDITIONAL INFORMATION	UNIT \$ PRICE	TOTAL \$ PRICE
1	1	Base Software and 5 Concurrent Licenses	\$6000.00	\$6000.00
1	10	Additional Concurrent Licenses	\$900.00	\$9000.00
<u>PROGRAM NUMBER</u> 090219		<u>ACCOUNT NUMBER</u> 603055	<u>ENCUMBRANCE AMOUNT</u> \$15,000.00	

DEPT. APPROVAL/DATE

REQUESTED BY

REMARKS:  
911 Reimbursable