

## STAFF REPORT

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**Date:** February 10, 2020

**To:** Mayor and City Council

**Thru:** Sabra Newby, City Manager

**Subject:** **B.2. Staff Report (For Possible Action): Discussion and potential direction to staff regarding Recommendations #20 (Emergency Medical Dispatch Screening), #31 (City of Reno/REMSA Dispatch Consolidation) and #32 (City of Reno/REMSA Computer Aided Dispatch Interface) of the Operational and Administrative Analysis of the Reno Fire Department by the Center for Public Safety Management, LLC relating to Reno Public Safety Dispatch.**

**From:** Dave Cochran, Fire Chief

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**Summary:** Staff requests direction regarding Recommendations #20 (Emergency Medical Dispatch Screening), #31 (City of Reno/REMSA Dispatch Consolidation) and #32 (City of Reno/REMSA Computer Aided Dispatch Interface) of the Operational and Administrative Analysis of the Reno Fire Department by the Center for Public Safety Management, LLC relating to Reno Public Safety Dispatch.

**Discussion:** In the course of their analysis, CPSM recommended three items relating to Reno Public Safety Dispatch:

- CPSM Recommendation #31: The City of Reno and REMSA should evaluate options for consolidating the REMSA dispatch operations into Reno Public Safety Dispatch.
  - Recommendation #31 references a consolidated dispatch center in which all dispatchers are in a single location. A consolidated dispatch center is operationally more efficient, it eliminates the need to transfer calls between responding entities and call priorities are known at the time of dispatch so units can respond accordingly. In order for this to be effective all EMS dispatching would need to be handled as a functional component of the consolidated dispatch.
- CPSM Recommendation #32: Reno Public Safety Dispatch and the REMSA Dispatch Center should move as quickly as possible to establish a CAD-to-CAD interface between their two centers.
  - Recommendation #32 references CAD-to-CAD dispatch which allows emergency

response units in remote locations to see the same calls at the same time. It allows for real-time sharing of information, but does not eliminate the need to transfer calls. Unfortunately, there are technological challenges in implementing CAD-to-CAD.

- CPSM Recommendation #20: RFD and REMSA should develop a process in which the call-screening process and call priority determinants established by the REMSA dispatch center are communicated directly to responding RFD units.
  - The most effective manner of implementing Recommendation #20 is through the use of Emergency Medical Dispatch (EMD), a system that enhances services provided by Public Safety Answering Point (PSAP) (emergency) call takers. The current system of dispatching EMS calls without EMD at the PSAP does not provide the best service for the citizens. EMD is the link between the public caller requesting emergency medical assistance and the emergency medical service resource delivery system.
  - With proper training, program administration, supervision and medical direction, the EMD can accurately query the caller, select an appropriate method of response, provide pertinent information to responders and give the appropriate aid and direction for patients through the caller.
  - A comprehensive EMD program can reduce agency liability by providing thorough and consistent dispatch instructions, and can help meet the growing public expectation that when citizens call 911, appropriate medical care will be provided as quickly as possible.
  - By virtue of the initial call-taker utilizing EMD and accurately prioritizing calls, unnecessary responses can be eliminated, such as when no Fire response is required. In addition, it helps ensure that there is no delay in dispatching the appropriate resource(s).

A full electronic copy of the CPSM report is available with agenda item B.1 and a hard copy of the report is available at the Reno City Clerk's Office at One East First Street, 2<sup>nd</sup> Floor, Reno, NV.

**Financial Implications:** Estimated costs for the Emergency Medical Dispatch are \$120,000. Other costs to implement these changes are unknown at this time.

**Legal Implications:** Legal review completed for compliance with City procedures and Nevada Law.

**Recommendation:** Staff requests direction regarding Recommendations #20 (Emergency Medical Dispatch Screening), #31 (City of Reno/REMSA Dispatch Consolidation) and #32 (City

of Reno/REMSA Computer Aided Dispatch Interface) of Operational and Administrative Analysis of the Reno Fire Department by the Center for Public Safety Management, LLC (CPSM) relating to Reno Public Safety Dispatch.

**Proposed Motion:** I move to direct staff to consider implementation of each recommendation and to report back to Council on which recommendation or combination of recommendations would provide the best service to the citizens of Reno.