

NORTHERN NEVADA
Public Health

**Emergency Medical Services Advisory Board
Meeting Minutes**

**Date and Time of Meeting: Thursday, May 2, 2024
9:00 a.m.**

Members

Eric Brown (Chair) – County Manager,
Washoe County

Dr. John Hardwick – Emergency Room
Physician

Doug Thornley (Vice-Chair) – City Manager,
City of Reno

Kevin Dick – District Health Officer, Northern
Nevada Public Health

Chris Crawford – Interim City Manager, City
of Sparks

Joe Macaluso – Director of Risk
Management, Renown

This meeting was held virtually via Zoom.

1. *Roll Call and Determination of Quorum

Chair Brown called the meeting to order at 9:00am.

The following members and staff were present:

Members present: Eric Brown
JW Hodge, representing Doug Thornley
Chris Crawford
Kevin Dick
Joe Macaluso

Ms. Miller verified that a quorum was present.

Staff present: Dania Reid
Dr. Nancy Diao
Andrea Esp
April Miller
Sarah Smith

2. *Public Comment

Limited to three (3) minutes per person. No action may be taken.

Chair Brown opened the public comment period.

Cody Shadle, Public Safety Dispatch Director, with the City of Reno providing an update to the CAD project. There is some technology that we are instituting and is underway in our regional 911 system that has direct impact to emergency medical services in our region.

Some of you have varying degrees of information in this topic, so I'd like to give you some background which is the replacement of our regional computer aided dispatch system. This is the backbone of our technology that we use locally here for a 911 system and most PSAPs and dispatch centers across the nation are using some sort of CAD system.

In 2019 and 2020, we began exploring the option of replacing our CAD system. At the time, Reno, Sparks, and Washoe County were the primary users in the system.

REMSA is on a different system; however, there have been some changes in that process. In 2019 we began searching for a consultant to aid us in the process.

In 2021, we began the RFP process and in collaboration with that consultant much of 2021 was spent vetting. In 2022, we began doing vendor demonstrations, evaluating the responses to that RFP, and sending staff out to see live demonstrations of the system in productive use.

Simultaneously in 2022, our local leadership found it a priority to establish a regionalization working group specific to the 911 call process and fire and medical service delivery.

From that meeting, that work began mid-2022 and extended into 2023. Through this process we identified that our scope of our original CAD project was insufficient, and we needed to expand the scope and include REMSA as a partner, expanding from what was originally three partners being Reno, Sparks, and Washoe to now include four partners, being Reno, Sparks, Washoe and REMSA.

In 2023, we established a governance structure, signed agreements, and began work with our vendor.

The main pillars of this project were establishing governance and identifying the software that we needed to bring on board. We had to build infrastructure which took an additional partnership with Hewlett-Packard, and then the project management side. Federal Engineering was the original consultant that we used to establish the RFP process and we decided to retain them to continue with the project. They are helping onboard the system and will act as our third-party unbiased project manager for the region. To give some insight into the governance structure, we've created three public boards who oversee this CAD and it's not just computer aided dispatch, it's also a records management for the law enforcement side as well.

We have a Managers Board with representatives from all of those four partnering agencies. We have the Executive Board who also has representatives, and there will be representatives from every partner agency at every level. With defined roles, the Managers Board is going to provide

direct oversight, final budget approval, and any conflict resolution. Our Executive Board does a lot of the operational work, establishing guidelines and administering policy, and then our Change Advisory Board.

Ms. Miller brought to the boards attention that the 3 minute time limit had expired.

Mr. Shadle asked if the information and materials could be sent to the remaining members or if he could come back to provide additional information later.

Manager Brown stated that we could do both and asked for any additional public comment.

Hearing none, Chair Brown closed the public comment period.

3. **Consent Items (For Possible Action)**

Matters which the Emergency Medical Services Advisory Board may consider in one motion. Any exceptions to the Consent Agenda must be stated prior to approval.

A. **Approval of Draft Minutes**

February 1, 2024

Mr. Dick moved to approve the draft minutes. Joe Macaluso seconded the motion, which passed unanimously.

4. ***Prehospital Medical Advisory Committee (PMAC) Update**

Dr. John Hardwick

Ms. Andrea Esp stated that Dr. Hardwick would not be able to be in attendance and no update was provided.

5. ***EMS Oversight Program and Performance Data Updates – Joint Advisory Committee Activities, Special Projects, EMS Planning, Data Performance, REMSA Health Franchise Agreement Updates, REMSA Health Exemption Requests, Community Services Department Reviews, Mass Gatherings and Special Events Reviews**

Ms. Esp presented the staff report to the board. No questions were presented.

6. ***Agency Reports and Updates**

A. ***REMSA EMSAB Report, Adam Heinz**

Data Performance Report, EMS Operations Report

Mr. Heinz reported that the week of May 19th through the 25th is the 50th Anniversary of EMS week, with this year's theme "Honoring the Past, Forging the Future". REMSA Health has many events planned and hopes for a good turnout on the 21st from 7:30 to 9:30. They will also host their annual awards and recognition ceremony. REMSA Health is also celebrating the accomplishment of their Regional Emergency Communications Center. They were also recently awarded and received notification from the International Academy of Emergency Dispatch acknowledging that they are the 76th Accredited Center of Excellence for Fire Dispatch in the world and the second in Nevada. Mr. Heinz added that they are very proud of their medically trained emergency medical and fire dispatchers and plan to celebrate that this coming week. REMSA is also very excited to announce that their board recently approved the purchase of (16) sixteen new Type 3 ambulances to continue to support the demand in our community.

B. *City of Sparks Fire Department EMSAB Report, Chief Jeff Sullivan
Data Performance Report, EMS Operations Report

Chief Sullivan is excited to report that the City of Sparks Fire Department just received their first ambulance. This is a really great asset to the community, as the department hasn't had an ambulance in service since the 1970's. They are in the process of developing a training program for the new ambulance. Chief Sullivan also expressed thanks to Sparks Police Department and Chief Crawford with their assistance in the fingerprinting process with state EMS.

C. *Truckee Meadows Fire and Rescue EMSAB Report, Chief Joe Kammann
Data Performance Report, EMS Operations Report

Chief Kammann reported that the department has been conducting leadership training and introduced Senior EMS Coordinator Zeb Nomura to highlight some of these achievements. Mr. Zeb Nomura reported that TMFR has added (25) twenty-five new firefighter medics to their EMS team in preparation of the wildfire season that is coming up. They were able to participate in a week-long 50-hour continuing education class at East Fork Fire and are excited to report that TMFR continues to conduct their own CE class that is roughly 2 hours every month. It was also reported that TMFR has received some calls from Spanish Springs ED to assist in patient stabilization and transport to the main hospital(s).

D. *Reno Fire Department EMSAB Report, Chief Cindy Green
Data Performance Report, EMS Operations Report

Chief Green is excited to report that Reno Fire Department hired a handful of more single-role employees, which included AEMT's and they have been trained and working in their respective positions. This has allowed RFD to provide (3) three ambulances covering District 2, District 3, and District 6 for mutual aide transport requests. RFD continues to conduct continuing education courses through their training center which also allows them to educate and certify the line staff in tactical emergency casualty care and help further the rescue task force.

7. ***Board Comment**

Limited to announcements or issues for future agendas. No action may be taken.

Mr. Dick expressed his enthusiasm and welcomed Sarah Smith as new EMS Coordinator for NNPH and expressed his thanks to Cody Shadle for providing the CAD update through public comment.

JW Hodge requested that a standing item be added to the agenda to provide a quarterly update on the CAD project and the collaboration between the different groups. There were no questions or objections to this request.

Chair Brown closed board comment.

8. ***Public Comment**

Limited to three (3) minutes per person. No action may be taken.

Chair Brown opened the public comment period.

Charlie Moore with TMFR expressed his well wishes to Mr. Kevin Dick and his upcoming retirement and thanked him for the spectacular job he has done for public health.

Cody Shadle presented to continue with his presentation on the CAD update. Resuming at the Change Advisory Board which is how we're going to maintain the health of the system, provide equitable ways for all agencies to present changes to the group, and make sure that those changes are vetted before implementation. The Executive Board held the Hexagon meeting in January with our regional stakeholders and highlighted some accomplishments thus far. This includes physically installing the infrastructure. We were able to upload the Software for CAD as well as the records management system and we were able to bring our GIS and our mapping systems online, which is extremely helpful. We've also finished one of our workshops where we started building out the system ourselves. The CAD team had the opportunity to start building out responses when having discussions about fire responses. We invited our Fire Operations Chiefs into the conversation and reviewed how this system should operate regardless of any agreements as they exist now. There are roughly 50 integrations into the system at this time based on these recommendations. The NDA process has begun, and the vendors are working with the CAD vendor. At this point, the project is successful, on time, and on budget. We anticipate the program going live in September 2025. The expectation is to simplify the 911 process, be able to share information across agencies without making phone calls or over the radio, and be able to do it in immediate real time. We also expect to meet some of the goals of the region that were identified through the regionalization workshop. Mr. Shadle concluded his presentation.

As there was no one else one wishing to speak, Chair Brown closed the public comment period.

Adjournment

Chair Brown adjourned the meeting at 9:25 a.m.

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