

911 Emergency Response Advisory Committee

Minutes

Thursday, May 18, 2017 ~ 1:30 P.M.
REGIONAL EMERGENCY OPERATIONS CENTER
5195 SPECTRUM BOULEVARD, RENO, NEVADA

MEMBERS

Bill Ames, Chair
Teresa Wiley, Vice-chair
Duane Meyer, At-large
Aaron Kenneston
Rob Larson
Jim Reid
Suzy Rogers

1. CALL TO ORDER AND ROLL CALL [Non-action item]

Chair Ames called the meeting to order at 1:30 p.m. A quorum was established.

PRESENT: Bill Ames, Aaron Kenneston, Rob Larson, Duane Meyer, Jim Reid and Teresa Wiley.

ABSENT: Suzy Rogers.

Jen Gustafson – Deputy District Attorney, was also present.

2. PUBLIC COMMENTS [Non-action item]

Bill Ames read a statement from Suzy Rogers (copy on file). Ms. Rogers announced her impending retirement and appointment of Dena Avansino as her replacement on the 911 board.

3. APPROVAL OF MINUTES [For possible action] – *March 16, 2017*

Hearing no public comment Chair Ames asked for Board discussion or a motion.

It was moved by Member Wiley, seconded by Member Larson, to approve the March 16, 2017, minutes, as submitted. The motion carried with Member Rogers absent.

4. REVENUE/PAYABLES REPORTS [For possible action] – *A review, discussion and possible action to accept the Revenue/Payables reports.*

Annette Van Der Wall – Technology Services, outlined the report noting that it appears that the fund will come in approximately \$20,000.00 under budget. While it is unclear why the collections are shrinking, it is thought that perhaps more individuals are moving from landline and cellular devices to only cellular devices. Ms. Van Der Wall noted that funds have been encumbered for GIS support for both the City of Reno and Sparks and that a request for reimbursement of Navigator expenses has not yet been submitted.

Member Wiley noted that the City of Sparks was reconciling the request and would submit when complete.

Ms. Van Der Wall commented that the Washoe County Sheriff's Office travel reimbursement has not yet been processed for the TriCON conference due to a delay in posting the costs of travel paperwork.

Hearing no public comment Chair Ames asked for Board discussion or a motion.

911 Emergency Response Advisory Committee – Minutes

May 18, 2017

Page 2 of 7

It was moved by Member Meyer, seconded by Member Wiley, to accept the Revenue/Payables Report, as presented. The motion carried with member Rogers absent.

5. FUND BALANCE REPORTS [For possible action] – *A review, discussion and possible action to accept the Uncommitted Fund Balance reports.*

Quinn Korbolic - Washoe County Technology Services, provided an overview of the report noting that the funds summary indicates a revenue shortfall of about \$20,000.00 from the planned expenditures of \$1,624,000.00 and that there is approximately \$44,000 available to spend in the fiscal year. Mr. Korbolic noted that Navigator and TriCON expenditures will further reduce the balance of available funds.

Responding to Member Kenneston's inquiry about what is already accounted for in the budget, Mr. Korbolic explained that ProQA, Code Red, and Voiance are already accounted for in the budget and that the requests on today's agenda are for fiscal year 2017/2018.

Annette Van Der Wall explained that the Voiance contract is set up for a monthly payment and that the agenda request is to extend the contract for Fiscal year 2017-2018.

Hearing no public comment, Chair Ames asked for Board discussion or a motion.

It was moved by Member Kenneston, seconded by Chair Ames, to accept the Uncommitted fund Balance report, as presented. The motion carried with Member Rogers absent.

6. ANNUAL CODE RED FUNDING REQUEST [For possible action] – *A review, discussion and possible action to approve, deny or otherwise modify a request to fund Code Red Reverse 911 System in an amount not to exceed \$10,000.00.*

Aaron Kenneston – Washoe County Emergency Manager, outlined the request noting that this is part of a 3-year contract that is brought forward each fiscal year for \$10,000.00. Mr. Kenneston noted that there has been discussion about seeking a different vendor, but in his research Code Red has been the less costly option. Mr. Kenneston outlined the use of Code Red the past year due to wildfires and more recently flooding as well as Amber Alerts. Mr. Kenneston emphasized that either party can terminate the agreement with proper notice.

Chair Ames noted that the Washoe County Sheriff's office is reviewing AlertSense.

During the discussion it was noted that Code Red had been the least expensive option as the lowest quote for AlertSense was approximately \$25,000.00.

Jenn Felter - Washoe County, outlined her discussion with Chief Charles Moore of Truckee Meadows fire Protection District about the Little Valley Fire. Chief Moore is in the process of meeting with resident of the area affected by the Little Valley Fire. Ms. Felter commented that an IP based console was needed for Code Red and that she believes AlertSense may be more user friendly.

911 Emergency Response Advisory Committee – Minutes

May 18, 2017

Page 3 of 7

Joe Barainca – Washoe County, commented that AlertSense integrates with the current CAD system and the iPhone application, which he is not sure that Code Red can. Mr. Barainca noted that registered and non-registered can use the app and that it utilizes cell towers for mapping.

Chair Ames closed public comment.

Additional discussion noted that Member Kenneston had discussed price with AlertSense who had appeared willing to consider a price reduction. However, he believes the safest course of action is to renew the contract at a cost of \$10,000.00 and perhaps consider a move to a different vendor in the future.

Responding to Member Meyer's suggestion to table until the July meeting, Member Kenneston recalled that the action in 2016 had been taken at the last minute request and recommended against any delay.

Chair Ames noted that Washoe County also uses the program and that he believes the board should move forward with the request. A discussion of the matter at a future meeting as well as County officials on perhaps moving to a different platform can be implemented to determine whether or not Washoe County should move to a different vendor.

It was moved by Member Reid, seconded by Member Larson to approve funding Code Red Reverse 911 System in an amount not to exceed \$10,000.00. The motion carried, with Member Rogers absent.

- 7. REQUEST FOR FUNDING FOR LANGUAGE INTERPRETATION SERVICES AND CONTRACT NEGOTIATION** [For possible action] – *A review, discussion and possible action to approve, deny or otherwise modify a request to renew the Voiance service agreement for language interpretation services for all three primary Public Safety Answering Points (PSAPs) for a total yearly cost not to exceed \$12,000.00 and request that Washoe County staff negotiate and enter into a new contract for these interpretation services.*

Quinn Korbolic - Technology Services, explained that the current contract had expired and that the service was now being done on a month-to-month basis. Mr. Korbolic outlined current translation charges and noted the total cost is approximately \$11,000.00 annually. Staff is seeking direction on whether to continue negotiations with the vendor and to encumber the fund for the next fiscal year. Mr. Korbolic commented that he could not define the difference between what is currently being paid month-to-month and what if any benefit there is to a contract for services.

Annette Van Der Wall – Technology Services, noted that the contract includes limits of liability and that Jen Gustafson – Deputy District Attorney, has reviewed the contract.

Jen Gustafson – Deputy District Attorney, commented that Washoe County has to operate under a contract. The contract has been reviewed by purchasing and risk management and that she will work with Voiance to finalize the contract. The contract is needed to meet liability issues.

911 Emergency Response Advisory Committee – Minutes

May 18, 2017

Page 4 of 7

Member Kenneston questioned what other providers might be available to assist those who speak English as a second language.

Ms. Gustafson pointed out that similar to the Code Red contract, Voiance also has a specified provision for contract termination.

Jenn Felter commented that there had not been any issues with Voiance and believes this should be approved. Mr. Felter stated that she spoke only for the Washoe County PSAP not the City of Reno or City of Sparks.

Dena Avansino – Reno PSAP, concurred with Ms. Felter's assessment.

Member Wiley concurred with previous comments and noted concern about the continued decline in revenue.

Ms. Van Der Wall recalled that the City of Reno had spear headed the vendor selection with the concurrence of the PSAP's and drew attention to the \$0.65 per minute

Chair Ames closed public comment.

It was moved by Chair Ames, seconded by Member Meyer, to approve and renew the Voiance service agreement for language interpretation services for all three primary Public Safety Answering Points (PSAPs) for a total yearly cost not to exceed \$12,000.00 and request that Washoe County staff negotiate and enter into a new contract for these interpretation services. The motion carried, with Member Rogers absent.

8. FUNDING REQUEST - PRO-QA AND PRIORITY DISPATCH [For possible action] – *A review, discussion, and possible action to approve, deny or otherwise modify a funding request for the Washoe County Sheriff's Office for the ProQA- Priority Dispatch Extended Service Plan/Annual Maintenance for July 1, 2017 through June 30, 2018, in an amount not to exceed \$19,753.00.*

Jenn Felter – Washoe County, noted that this is the annual contact that the Washoe County PSAP has and is used in dispatch training and support. The program covers medical, police and fire.

Responding to Member Reid's inquiry about whether the cost was already in the next budget, Quinn Korbolic – Technology Services confirmed that the cost was part of the proposed 2017/2018 budget.

There were no public comments.

It was moved by Member Meyer, seconded by Member Larson, to approve the Washoe County Sheriff's Office funding request for the ProQA - Priority Dispatch Extended Service Plan/Annual Maintenance for July 1, 2017 through June 30, 2018, in an amount not to exceed \$19,753.00. The motion carried, with Member Rogers absent.

9. TRI-TECH CAD-TO-CAD INTERFACE [For possible action] – *A continuing review, discussion and possible action to approve the purchase of a Tri-Tech CAD-to-CAD Interface to*

911 Emergency Response Advisory Committee – Minutes

May 18, 2017

Page 5 of 7

interconnect the three primary PSAPs (Public Safety Answering Point) with REMSA's (Regional Emergency Medical Services Authority) CAD systems in an amount not to exceed \$66,000.00.

Rishma Khimji – City of Reno, commented that there was still no update and asked that the item be removed from future agendas until she has a report. Ms. Khimji stated that she would bring additional information to the board once it is received.

There were no public comments.

- 10. REQUEST FOR TRAVEL AND TRAINING FUNDING:** [For possible action] – *A review, discussion and possible action to approve, deny or otherwise modify a City of Sparks request for funding the costs associated with two staff members for travel, registration, seminars and meetings to attend the NENA 2017 Training Conference in San Antonio, Texas, at a cost not to exceed \$5,683.00.*

Teresa Wiley – City of Sparks, noted that she had contacted the City of Reno, who indicated they would not be sending anyone to the training.

Chair Ames noted that Washoe County would not be sending anyone to training either.

There were no public comments.

Responding to Member Kenneston's inquiry about bringing information back to other, Member Wiley explained that the knowledge will benefit all three PSAP's and that a report from attendees is brought to this body.

Chair Ames outlined the benefits derived from such training and that if Washoe County had sufficient personnel someone would be attending the conference.

It was moved by Member Kenneston, seconded by Member Reid, to approve the City of Sparks request for funding the costs associated with two staff members for travel, registration, seminars and meetings to attend the NENA 2017 Training Conference in San Antonio, Texas, at a cost not to exceed \$5,683.00. The motion carried, with Member Rogers absent.

- 11. 5 YEAR MASTER PLAN UPDATE (JANUARY 2018) [For possible action]** – *A continuing review, discussion and possible action to utilize the request for proposal process, or otherwise select a vendor to update the 5 Year Master Plan, which expires January 2018. {Continued from March 16, 2017, meeting}*

Craig Betts – Technology Services, outlined previous discussion about the inclusion of body worn cams being discussed at the legislature. Mr. Betts noted that he believes that the body cams should be a separate component and addressed at a future date pending the outcome of legislative action. Mr. Betts recommended that the board move forward with the contract with The Galena Group at a cost not to exceed \$22,500.00.

911 Emergency Response Advisory Committee – Minutes

May 18, 2017

Page 6 of 7

Chair Ames stated he would provide an update on body cam legislation under Board member comments.

There was significant discussion about the proposed increase in the Enhanced 911 surcharge and how it may affect funding for 911 services. As the discussion continued it was recommended that the board approve the contract with The Galena Group and seek an addendum to the 5-year Master Plan update once the legislative session has ended. It was noted during the discussion that body cams are not a specialty of The Galena Group and that another vendor may be needed to address those issues.

Jen Gustafson – Deputy District Attorney, recommended that the Board move forward with the contract for the 5-year update to the Master Plan and incorporate or add an addendum covering body cams at a later date once it is clear what the intent of the body cam legislation is.

Other discussion focused on The Galena Group contract proposal which indicates that the scope of work can be completed within three months. As the discussion continued it was noted that it may take some time to develop a plan for body cameras. Of concern is that body cameras and the use of 911 funds for dispatch and other first responder issues might not be compatible. It is thought that the legislation will not take effect until 2018 at the earliest. It was noted that the Board could seek an update to the 5-year Master Plan once the body camera requirements are known. Additional discussion focused on the potential impact of a deferment of the 5-year update to the Master Plan so that body camera requirements can be included. It was noted that while the Board could convene a special meeting in June 2017, the action before the board today is whether to move forward with the Galena Group contract.

There were no public comments.

It was moved by Member Meyer, seconded by Chair Ames, to approve the Galena Group as the vendor to update the 5 Year Master Plan, which expires January 2018 at a cost not to exceed \$22,500.00.

Mr. Betts will relay information to the Galena Group on the body cam issue.

The motion carried, Member Rogers absent.

- 12. 911 EMERGENCY RESPONSE ADVISORY COMMITTEE MEMBER AND/OR STAFF ANNOUNCEMENTS, REQUESTS FOR INFORMATION AND SELECTION OF TOPICS FOR FUTURE AGENDAS** [Non-action item] – *No discussion among committee members will take place on this item. The next regular meeting is scheduled at 1:30 p.m., July 20, 2017.*

Chair Ames provided an update on SB176 legislative action on the requirement of body camera and vehicle cameras for public safety officers. Chair Ames noted that a group of representatives from Reno, Sparks and Washoe County had meet to begin the process of developing a regional approach

911 Emergency Response Advisory Committee – Minutes

May 18, 2017

Page 7 of 7

to acquisition of equipment and related accessories so that the region operates on a single interoperable platform.

Member Kenneston requested that the E-911 committee receive a detailed budget briefing related to the Nevada proposed body camera legislation. Specific items of interest include: What is the projected expenditure initially to meet the intent of the regulation for procurement of regional law enforcement body cameras? What is the projected yearly sustainment costs to maintain compliance with this new law? What is the projected income stream when the cellular telephone rates are raised by the new legislation? And, what is the bottom-line impact on funding to support Public Safety Answering Points (PSAPS) once the rates are raised and the cameras purchased/sustained?

The July 20, 2017, meeting agenda may include, but is not limited to: 1) update on Symphony console installation; 2) SB176 body camera update;

Chair Ames noted that tribal agencies are exempt from the body camera legislation as they are federal agencies and that an amendment had been proposed to add the Clark County and Reno Marshals.

13. PUBLIC COMMENT [Non-action item]

Jenn Felter announced that Clay Griffin was retiring as of July 7, 2017 and that today would be his final meeting.

Rishma Khimji recalled that CAD-to-CAD had been previously submitted and would be resent.

14. ADJOURNMENT [Non action item]

Chair Ames adjourned the meeting at 2:46 p.m.

**AS APPROVED BY THE 911 EMERGENCY RESPONSE ADVISORY COMMITTEE IN SESSION
ON AUGUST 3, 2017.**