

911 Emergency Response Advisory Committee

Minutes

Thursday, August 3, 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)
Dena Avansino
Aaron Kenneston
Rob Larson
Jim Reid

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, Dena Avansino, Aaron Kenneston, Robert Larson, Duane Meyer, Jim Reid and Teresa Wiley

ABSENT: None.

Jen Gustafson – Deputy District Attorney, was also present.

2. PUBLIC COMMENTS [Non-action item]

Craig Betts introduced Sara DeLozier noting that she replaces Annette Van Der Wall who retired July 2017. Ms. DeLozier will provide future revenue reports previously provided by Ms. Van Der Wall.

Chair Ames noted that agenda item 12 would not be heard as it was supposed to have been removed from the meeting agenda.

3. APPROVAL OF MINUTES [For possible action] – May 18, 2017

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

It was moved by Member Wiley, seconded by Member Kenneston, to approve the May 18, 2017, minutes, as submitted. The motion carried unanimously.

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

Quinn Korbolic – Technology Services, commented that the revenue shortfall that staff had indicated at the previous meeting was correct in the amount of \$24,000.00 and is reflected in the FY 2018 beginning year balance. Mr. Korbolic noted that the City of Reno GIS salary reimbursement will be paid as soon as possible and that travel/training funding had not been approved as yet but would be brought to the next BCC (Board of County Commissioners) meeting. Mr. Korbolic indicated that this may delay reimbursement of travel/training expenses until mid-September 2017.

Responding to Chair Ames request to perhaps find a better font for the report, Mr. Korbolic explained that staff was in the process of reformatting the report, which is currently formatted for 11 by 17 inch paper and that other formats will be tested to make the report easier to read. Mr. Korbolic noted that under existing NRS telephone and cellular providers are currently self-reporting. A separate agenda item will provide additional opportunity for discussion and possible action.

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Mark Mathers Budget Manager Washoe County, pointed out that both agenda items 4 and 5 were unaudited numbers and that there may be some minor changes in the amounts for FY 2016/2-17.

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

It was moved by Member Meyer, seconded by Member Wiley, to accept the Revenue and Payables report reports as presented. The motion carried unanimously.

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

Quinn Korblic – Washoe County Technology Services, provided an overview of the fund noting that the majority of purchase orders had already been encumbered and that it appears there is ±\$132,000.00 for fiscal year 2018.

There were no public comments.

It was moved by Chair Ames, seconded by Member Kenneston to accept the Uncommitted Fund Balance Reports, as present. The motion carried unanimously.

6. STANDARDIZATION OF OPERATOR HEADSETS [For possible action] – *A review, discussion and possible action to create guidelines to standardize the three primary PSAPs by confining future purchases of headsets to a limited number of headset types being utilized for radio/telephone operators.*

Shawn Taylor, Regional Communications Coordinator, WCRCS, explained that this particular agenda item is intended to seek assistance from the 911 Emergency Response Advisory Committee. During the recent transition to IP based consoles a variety of headsets with various capabilities made it difficult to standardize the installation process. Therefore, the suggestion is to direct staff to move forward with the development of guidelines with input from PSAP's managers/personnel as well as field users that can be brought back for review, discussion and possible direction.

Member Wiley noted that the Sparks PSAP had found that certain models recommended for use were no longer being manufactured and that newer models needed to be tested and reviewed.

Member Avansino commented that the Reno PSAP had also tested certain model and that it would be important to determine how well each headset works with the radio system.

Chair Ames opened public comment.

Jenn Felter – Washoe County PSAP, commented that the Washoe County PSAP and Reno PSAP use compatible headsets due to previously encountered issues. Ms. Felter explained that the current brand of headset in use requires continuous maintenance with the replacement of clips and other

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parts that tend to break easily. Therefore, it is crucial that any replacement equipment be more durable to avoid the constant need to order replacement parts.

Mr. Taylor noted that staff continues to review viable options and that he will provide updates as the process continues.

No specific action was taken.

- 7. BODY WORN CAMERA LEGISLATION [SB 176]** [For possible action] – *A review, discussion and possible action regarding the 2017 body worn camera legislation, and its impacts to the 911 Emergency Response Advisory Committee (“ERAC”) and 911 surcharge funds. Topics of discussion may include: new language and requirements set forth in SB 176 and effective dates; an update on body camera and vehicular recording device equipment options currently under consideration by the local jurisdictions; and plans and procedure for increasing the 911 surcharge amount as set forth in Washoe County Code Chapter 65.*

Chair Ames opened the agenda item.

Jen Gustafson - Deputy District Attorney distributed copies of SB176 to members (copy on file). Ms. Gustafson provided an overview of the new legislative requirements that take effect July 1, 2018. The legislation will require specified peace officers to be outfitted with body mounted cameras. The legislation broadens NRS 244A to allow the 911 surcharge to be spent not only on the 911 telephone system, but also on purchasing and maintaining body cameras and patrol vehicle cameras. The legislation also allows an increase of the 911 surcharge up to \$1.00 per telephone/cellular device access line. The maximum ending fund balance for local jurisdictions has also been increased from \$1-million to \$5-million. If 911 surcharge monies are spent to cover body cameras or vehicle cameras, the five Year Master Plan needs to include a section on body/vehicular mounted cameras and costs. The legislation also mandates a new 911 board composition, which will be discussed further in item #10.

Ms. Gustafson also provided information about the procedure involved for increasing the 911 surcharge amount. Washoe County staff has had a couple meetings and is engaging in further discussion about whether to increase the 911 surcharge and what procedure would be used—which is a separate discussion from what body camera equipment should be purchased. The plan/procedure and timing remains fluid. The Five Year Master Plan will be used as one the components for making the case to increase the 911 Surcharge from \$0.25 anywhere up to a maximum of \$1.00. To implement any increase to the 911 surcharge amount, the current Washoe County Code Chapter 65 will need to be amended. This will involve three meetings of the Washoe County Board of County Commissioners. The first meeting (Chapter 2 meeting) is a preliminary meeting to discuss how much to raise the surcharge based on costs. The second meeting is the first reading of the ordinance and the third meeting is the second reading of the ordinance and adoption. In addition to the ordinance, a business impact fee study will be required to understand the cost to businesses due to the surcharge fee increase.

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During the discussion it was pointed out that while the amount of the future increase has been discussed, the increase has not yet been determined. Other discussion noted that the Master Plan is a good starting point for that discussion and is preferred by the County's Administration. It was emphasized that the final increase is a board of county commissioners' decision based on input from a variety of sources.

Responding to Member Kenneston's inquiry about the timeline for the Master Plan and first/second reading of an ordinance to raise the surcharge, Quinn Korbolic – Washoe County Technology Services, noted the update to the Five Year Master Plan must be completed by January 2018 and will provide the budget information used in the calculation of the new surcharge.

Mark Mathers – Washoe County Budget Manager, noted that cash flow also comes into play and that it is his understanding that at least one vendor providing equipment to the State of Nevada "float" equipment without a bill on a temporary basis. Supporting documentation is needed to support the surcharge fee increase and that there are mechanisms in place that would allow Washoe County to loan the 911 fund sufficient cash for the purchase but would have to be repaid. To the extent possible the 911 fund currently has a \$500,000.00 reserve. An inter-fund loan would allow the 911 fund to fund the purchase. It would be a decision of the BCC to determine the amount of funding and repayment schedule. However, the current county cash flow is being impacted by flood related expenses that has drained the stabilization fund.

Chair Ames opened public comment.

Brian Allen – Sparks Chief of Police, noted that this is an opportunity to make this a funded mandate and that each agency will try to be consistent with other, while maintaining their unique needs. Chief Allen noted that additional expenses will be needed to operate the additional body and vehicular mount cameras and that care must be taken to ensure that 911 services are enhanced rather diminished.

Chair Ames commented that discussion has already started among and between interested parties (Reno, Sparks, Washoe County, Marshals and others) on the type of equipment that will be needed. Axon has met with the group to discuss type of equipment and potential costs. Thus far a cost of \$739,880.74 has been developed that includes hardware, unlimited cloud storage and CAD integration with the Tiburon system. The intent is to provide a seamless process that integrate the Washoe County District Attorney, City Attorneys, Law Enforcement and others allowing access to the video/audio files. The contract is 5-years with equipment upgrades provided every two years. It was suggested that the first payment be in the amount of \$50-to-100,000.00 with Axon amortizing the balance over the 5-year contract period. This process will eliminate officers taking time away from street duties to burn discs for attorneys and others.

During the discussion it was noted that there is additional equipment needed for vehicle mounted equipment the cost for such equipment has not yet been developed. At the end of the 5-year contract the data will still be owned by the respective agencies but will have to move to their own servers equipment for storage and future retrieval capability. Other discussion pointed out that the Washoe County Sheriff's Office is in the process of reviewing the current equipment for upgrade. It is

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expected that the most cost effective process is the 5-year contract as a 5-year lease agreement is somewhat more expensive.

Mac Venzon reminded the members that the other expense that must be included in the process is the ancillary costs to upgrade connectivity and other technology upgrades that may be needed to fully integrate the body and vehicular cams.

Chair Ames stated he would invite Galena Group to attend the next meeting to answer various questions and concerns.

Suzy Rogers recommended that as the 5-year Master Plan is developed to meet the legislative mandate care must be taken to continue full funding of 911 services. Ms. Rogers recalled when it was nearly impossible to get training for dispatch personnel.

Brian Allen concurred that each agency needs to look inward at their current capabilities and future needs to accommodate the newer technologies as well as maintenance and other issues. Chief Allen believes that associated costs for support personnel should be funded by the surcharge as well.

Chair Ames commented that Axon has indicated they will work with each agency's IT department on the infrastructure needed to support the program.

Rishma Khimji concurred that all agencies need to review their current technology capabilities and needs. Ms. Khimji noted that the City of Reno is the signatory authority for Tiburon and that the interface between Tiburon and new technologies needs to be included in the process.

During the discussion it was noted that another consideration is custody and responsibility for maintaining inventory and related personnel costs. As the discussion continued, it was suggested that each entity be responsible for its own inventory. Other discussion noted that in this instance Washoe County can join an existing contract that the State of Nevada has that will not require an RFP (Request for Proposal).

No specific action was taken.

Continue to September 21, 2017, meeting.

- 8. REQUEST FOR TRAVEL AND TRAINING FUNDING FOR CITY OF RENO PUBLIC SAFETY DISPATCH PSAP** [For possible action] – *A review, discussion and possible action to approve, deny or otherwise modify a request for funding for the costs associated with two staff members to attend the APCO 2017 Training Conference in an amount not to exceed \$5,400.00 for travel, registration, seminars, and meetings.*

Dena Avansino – City of Reno, provided an overview of the request noting that the quote had come in \$500.00 less due to a reduction in registration fees.

There were no public comments.

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It was moved by Member Avansino, seconded by Chair Ames, to approve the City of Reno Travel and Training funding request for the APCO 2017 Training Conference in amount not to exceed \$5,400.00. The motion carried unanimously.

- 9. FIVE YEAR MASTER PLAN (JANUARY 2018)** [For possible action] - *A review, discussion and possible action to utilize the request for proposal process, or otherwise select a vendor to complete a 5 Year Master Plan for the purpose of: (1) updating the existing 5 Year Master Plan for the enhancement of the 911 telephone system for reporting emergencies, which expires in January 2018; and (2) formulating a 5 Year Master Plan for purchasing and maintaining portable and vehicular event recording devices. This item shall include discussion and possible action on the Galena Group's updated proposal.*

Chair Ames opened the agenda item

Quinn Korbolic - Technology Services, noted that the 911 Emergency Response Advisory Committee had previously approved a contract with the Galena Group to update the 911 5-year master plan. Upon reaching out to The Galena Group about providing a section on body and vehicular cameras the Galena Group amended the quote to add this component at an additional cost of \$12,500. That information was distributed with the meeting agenda. The intent of The Galena Group is to engage a subject matter expert for the portable cameras to complete the Five Year Master Plan update. Staff recommends approval of the proposal.

Brian Allen noted that he believes this is an opportunity to implement the latest technologies and recalled discussions about when text, video and photographs would be integrated into the service with the increased usage of cellular devices. Therefore, each agency needs to look to possible future technologies and continue to work toward increasing funds to meet future challenges.

Mr. Korbolic noted that Stu Cronan of The Galena Group will meet with this body to discuss the Five Year Master Plan on what should be included.

There were no additional public comments or discussion.

It was moved by Member Meyer to recommend that the Board of County Commissioners approve the Galena Group to develop the five year Master Plan amendment in an amount not to exceed \$12,500.00. The motion carried unanimously.

- 10. ADDITION AND/OR SUBSTITUTION OF MEMBERS TO THE 911 EMERGENCY RESPONSE ADVISORY COMMITTEE AS AN IMPACT OF SB 176** [For possible action] - *A review, discussion and possible action to request that applicable law enforcement agencies appoint necessary committee members to satisfy the following categories: the chief law enforcement officer or his or her designee from each office of (a) the county sheriff, (b) police department of an incorporated city within the county, and (c) department, division or municipal court of a city or town that employs marshals within the county.*

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Quinn Korbolic – Washoe County Technology Services, noted the requirement to include Law Enforcement as part of the membership of the 911 Emergency Response Advisory Committee. Mr. Korbolic pointed out that the board membership currently includes Washoe County Sheriff's Office, Reno Police Department. It is suggested that the Marshalls for the City of Reno and City of Sparks be added to the group to fulfill the membership requirement as specified in NRS. Mr. Korbolic emphasized that it was important to retain PSAP membership as well.

Jen Gustafson – Deputy District Attorney, explained that she had not received complete details and that the situation remains fluid. Ms. Gustafson stated that she believes it is unclear when the new membership requirement will take effect, but that will be contained in the updated ordinance that will come to the Board of County Commissioners from the County Manager's Office.

There were no public comments and no specific action was taken.

- 11. REQUEST FOR PROPOSAL ("RFP") FOR UNREMITTED 911 SURCHARGE FEES [For possible action]** – *A review, discussion and possible action to make recommendations to staff on the contents and scope of a Request for Proposal ("RFP") for contractual services to identify and recover unremitted 911 surcharge fees within Washoe County.*

Mark Mathers – Washoe County Budget Manager, drew attention to the RFP highlights and asked for additional input and recommendations. Washoe County staff approached the Board of County Commissioners in February 2017 seeking a review of the 911 fee collections. As the direction of the Board of County Commissioners the draft RFP before this body was developed to look at collections to identify any areas in which there may be an issue. Additionally, the RFP is seeking a vendor that will also look at Business License fees for telephone and cellular providers operating in Washoe County. The intent is to take the RFP proposal to the Board of County Commissioners on September 12, 2017.

Member Kenneston expressed his desire to move forward with the process to assure that fees are being properly collected and remitted.

Responding to an inquiry from Chair Ames about the current collection/remittance process, Mr. Mathers explained that businesses self-remit and that the intent is for Washoe County to be proactive in making sure payments are remitted and question year to year reductions in remittances.

There was discussion about seeking retroactive payment. As the discussion continued it was noted that there is some uncertainty as to whether that action could be undertaken under existing NRS. Any recommendation to pursue collection from the selected vendor would be taken to the Board of County Commissioners for review and possible direction and/or action. Other discussion noted that the RFP asks that the vendors identify a specific timeline that can be implemented in the contract.

Mack Venzon – Reno Police, noted his concern about the RFP timeline, need to implement the Five Year Master Plan and July 1, 2018, implementation of body/vehicular cameras for law enforcement.

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Mr. Mathers concurred with Mr. Venzon's concerns and noted that the intent is to determine the amount of any underpayment, which may affect the 911 surcharge fee increase.

It was moved by Member Meyer, seconded by Chair Ames, to recommend that the Board of County Commissioners approve the RFP (Request for Proposal) for Unremitted 911 Surcharge fees. The motion carried unanimously.

- 12. 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 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

This item was removed from the agenda.

- 13. 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., September 21, 2017.*

The no new agenda items identified.

Chair Ames stated he would provide a copy of the 911 Guidebook dated February 2013 to board member to review.

- 14. PUBLIC COMMENT** [Non-action item]

Rishma Khimji commented that she was setting up a kick-off meeting for the Project Team in the near future to discuss the Cad-to-Cad interface between REMSA and the City of Reno. It is anticipated that testing of the interface will begin in October with a go-live date of January 2018.

Suzy Rogers explained that this is her final 911 Emergency Response Advisory Committee meeting and encouraged the board to not lose sight of the need to keep dispatch and the service they provide to the community.

Rob Larson commented that this is his final 911 meeting as a board member. Deputy Chief Mac Venzon will be named as his replacement.

- 15. ADJOURNMENT** [Non action item]

Chair Ames adjourned the meeting at 3:02 p.m.

AS APPROVED BY THE 911 EMERGENCY RESPONSE ADVISORY COMMITTEE IN SESSION ON NOVEMBER 16, 2017