

911 Emergency Response Advisory Committee

DRAFT of Minutes

Thursday, January 18, 2018 ~ 1:30 P.M.

**REGIONAL EMERGENCY OPERATIONS CENTER
5195 SPECTRUM BOULEVARD, RENO, NEVADA**

MEMBERS

Doug Campbell, Chair
Mac Venzon, Vice-chair
Bill Ames
Gregg Deighton
Jenny Hansen
Aaron Kenneston
Shawn McEvers
Duane Meyer
Teresa Wiley

1. CALL TO ORDER, ROLL CALL AND INTRODUCTION OF NEW MEMBERS [Non-action item]

Chair Ames called the meeting to order at 1:40 p.m. A quorum was established

PRESENT: Bill Ames, Doug Campbell, Jenny Hansen, Mac Venzon, Aaron Kenneston, Shawn McEvers and Teresa Wiley. Duane Meyer joined the meeting via teleconference.

ABSENT: Gregg Deighton.

Jennifer Gustafson – Deputy District Attorney, was also present.

2. PUBLIC COMMENTS [Non-action item]

Jennifer Gustafson – Deputy District Attorney, welcomed the new members and introduced herself as the Deputy District Attorney assigned as legal counsel for this body. The intent is to assure that the Board meets the requirement of Washoe County Code (WCC) as well as the State of Nevada Open Meeting Law (OML). Ms. Gustafson outlined the membership requirements set forth in WCC assigned to this board for legal counsel there are some criteria in Washoe County to serve on this body; 1) must be a resident of Washoe County; and 2) knowledge of the 911 Emergency Response system. Ms. Gustafson commented that member could email questions to her directly at: igustafson@da.washoecounty.us.

Quinn Korbolic - Washoe County Technology Services, noted that Sara DeLozier had provided binders for new members providing the history and background of the system and a sign-in form so that Washoe County Staff have contact information for Committee members.

3. ELECTION OF OFFICERS [For possible action] – 1) Chair; and 2) Vice-chair

Chair Ames opened the nomination for Chair.

Teresa Wiley nominated Doug Campbell, to serve as the Chair of the 911 Emergency Response Advisory Committee, seconded by Bill Ames.

Doug Campbell accepted the nomination.

There were no public comments.

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The nomination to elect Doug Campbell as Chair of the 911 Emergency Response Advisory Committee carried unanimously with Gregg Deighton absent.

Chair Ames opened nominations for Vice-chair

Jenny Hansen nominated Mac Venzon to serve as Vice-chair.

Mac Venzon accepted the nomination.

There were no public comments.

The nomination to elect Mac Venzon as Vice-chair of the 911 Emergency Response Advisory Committee carried unanimously with Gregg Deighton absent.

Chair Ames turned the meeting gavel to Doug Campbell.

4. APPROVAL OF NOVEMBER 16, 2017, MINUTES [For possible action]

Chair Campbell opened the agenda item and hearing no public comment asked for Board discussion or a motion.

It was moved by Member Venzon, seconded by Member Wiley, to approve the November 16, 2017, minutes, as submitted. The motion carried unanimously with Member Deighton absent.

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

Sara DeLozier – Washoe County Technology Services, provided an overview of the Revenue/Payables reports noting that monthly revenues are about \$3,000.00 short of projections. It is not expected that the continued shortfall will adversely affect the travel/training set-aside but may affect funding availability for other expenditures.

There were no public comments

It was moved by Member Kenneston, seconded by Member McEvers, to accept the Revenue/Payables report, as presented. The motion carried unanimously with Member Deighton absent.

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

Sara DeLozier – Washoe County Technology Services, outlined the Uncommitted Fund Balance reports, noting that there is approximately \$20,000 available to travels and \$12,000.00 for meetings. The trending shortfall will leave only \$3,000.00 to spend.

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Member Wiley stated that the City of Sparks would not be sending anyone to training due to staffing shortage.

Quinn Korbolic – Washoe County, suggested combining this agenda item with the previous agenda item in the future as they are related.

During the discussion it was noted that an RFP has been issued to determine whether the correct surcharge is being collected and remitted by all carriers in Washoe County. An update will be provided at the March 15, 2018, meeting.

It was moved by Member Ames, seconded by Member Wiley, to accept the Fund Balance Reports, as presented. The motion carried unanimously with Member Deighton absent.

7. **GIS REIMBURSEMENT REQUESTS** [For possible action] – *A review, discussion and possible action to approve, deny or otherwise modify City of Reno (\$168,999.00), City of Sparks (\$86,283.00) and Washoe County (\$57,372.15) requests for reimbursement of GIS support for E-911 for a total request of \$312,653.15.*

Chair Campbell opened the agenda and hearing no public comment asked for Board discussion or a motion.

Member Hansen suggested that each jurisdiction provide a presentation/justification for their request.

Chair Campbell noted that the City of Sparks request is for the sole purpose of supporting the required GIS database for the CAD system and is integral to the functions and focus of public safety of the Sparks Dispatch Center, police and fire. Additionally this is a continuation of previous requests to provide funding for the position.

Quinn Korbolic - Washoe County, explained that the Washoe County request will fund 0.5 FTE (Full Time Equivalent) to support the MSAG (Master Street Address Guide) coordinator position for the 911 system. The MSAG coordinator and Washoe County GIS staff work together and are responsible for making sure that addresses are accurate and sent to the computer aided dispatch system.

Rishma Khimji – City of Reno, commented that the funding is for 1.5 FTE to assure that the MSAG data and layers are correct to support police, fire and Reno Public Safety Dispatch. Ms. Khimji noted that this funding has been approved previously and reimbursed.

Mr. Korbolic noted that while the funding is included in the budget, the requests need to be approved first.

Chair Campbell opened public comment.

Member Meyer recalled previous discussion about the fund's ability to continue such funding. Member Meyer noted that he had not received the staff reports and was therefore reluctant to make a decision without the supporting documentation.

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Ms. Khimji noted that the City of Reno had provided a staff report.

Member Wiley pointed out that the City of Sparks had also submitted a staff report.

Member Ames noted that the staff reports had been distributed to all board members.

Mr. Korbolic noted that other options had not been considered as these positions had been funded for the past 5-years and it was assumed that the board would authorize the funding again. Additionally Washoe County maintains another GIS position that is not funded by the 911 board and rectifies the MSAG data.

Member Meyer commented that he had not seen the staff reports and that the increased costs and decreased revenue makes it difficult to support the requests although he understands the need for staff to maintain the data.

There were no public comments.

It was moved by Member Ames, seconded by Chair Campbell, to approve the City of Reno request for GIS funding in the amount of \$168,999.99. The motion carried: Members Ames, Hansen, Kenneston, McEvers, Venzon, Wiley and Chair Campbell assenting; Member Meyer dissenting; and Member Deighton absent.

It was moved by Member Wiley, seconded by Member Kenneston, to approve the City of Sparks request for GIS funding in the amount of \$85,283.00. The motion carried: Members Ames, Hansen, Kenneston, McEvers, Venzon, Wiley and Chair Campbell assenting; Member Meyer dissenting; and Member Deighton absent.

It was moved by member Ames, seconded by Chair Campbell, to approve the Washoe County request for GIS funding in the amount of \$57,372.15. The motion carried: Members Ames, Hansen, Kenneston, McEvers, Venzon, Wiley and Chair Campbell assenting; Member Meyer dissenting; and Member Deighton absent.

8. FISCAL YEAR 2018-2019 BUDGET PROPOSAL [For possible action] – A review, discussion and possible action to recommend that the Board of County Commissioners approve and/or approve with modifications the proposed FY 2018-2019 E911 budget.

Quinn Korbolic – Washoe County Technology Services, narrated a PowerPoint® presentation (copy on file). Mr. Korbolic noted that the E-911 budget process follows Washoe County and State of Nevada budget guidelines. Mr. Korbolic pointed out that Washoe County requires that budgets be balanced and completed in a timely manner for submission to the State of Nevada in February. Previous board implemented a minimum \$500,000.00 balance to avoid a budget shortfall due to unexpected expenditures. Over the past few years revenue has remained relatively flat with landline use decreasing and the use of cellular devices increasing. Mr. Korbolic outlined the annual expenditures and other fixed costs that are included in the \$1,536,451.00 operations budget for fiscal

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year 2018-2019. Mr. Korbolic commented that while the 911 board can modify the minimum fund balance, a major equipment failure such as a radio console could deplete the fund and that the majority of the budget is for the 24 dispatch positions that the fund covers.

During the discussion it was pointed out that the budget will go to the BCC (Board of County Commissioners) for final approval in March 2018. The process used for this budget cycle is the same process that has been used traditionally. A budget augmentation is possible after the budget is approved. Other discussion pointed out that salaries were included in the budget and that \$54,000.00 has been slated for travel/training expenses.

There were no public comments.

It was moved by Member Ames, seconded by Member Wiley, to approve the 2018-2019 budget as presented. The motion carried unanimously with Member Deighton absent.

- 9. TRAVEL AND TRAINING REQUEST 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 Navigator IAED 2018 Training Conference for a cost not to exceed \$3,750.00 for travel, registration, seminars, and meetings.*

Dena Moore – Reno Public Safety Dispatch, outlined the request to send two PSAP (Public Safety Answering Point) staff member to the Navigator IAED 2018 Training Conference at a cost not to exceed \$3,750.00.

There were no public comments.

It was moved by Member Hansen, seconded by Member McEvers, to approve the City of Reno request for costs associated with sending two (2) staff members to the Navigator IAED 2018 Training Conference at a cost not to exceed \$3,750.00. The motion carried unanimously with Member Deighton absent.

- 10. ADDITIONAL TRAVEL AND TRAINING REQUEST 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 additional staff members to attend the Navigator IAED 2018 Training Conference for a cost not to exceed \$3,750.00 for travel, registration, seminars, and meetings.*

Dena Moore – Reno Public Safety Dispatch, explained that the second request is being made due to the location of the conference in Las Vegas, Nevada and cost. This request will send two additional staff members to the conference if approved.

Member Wiley questioned whether the number of individuals was limited to two for travel training.

Member Kenneston asked whether all three of the centers were included in the training.

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Member Wiley noted that the City of Sparks would not be sending staff to this conference due to staffing constraints.

Member Ames also pointed out that staffing constraints would also preclude Washoe County from participation in the conference.

Member Hansen commented that she believes it customary for the City of Reno to seek authorization for travel training rather than seeking reimbursement. The training will enhance skill sets for fire dispatch protocols and the proximity of the conference prompted the request for two additional staff members due to the lower cost per person and proximity.

During the discussion it was pointed out that the Fire Training Certification would be held locally on March 7 through 9, 2018. Other discussion noted that the IAED Conference was not a certification program.

Member Meyer noted his concern that sending four individuals from one agency might not be cost effective.

There were no public comments.

It was moved by Member Hansen, to approve the City of Reno request for funding for the costs associated with two additional staff members to attend the Navigator IAED 2018 Training Conference for a cost not to exceed \$3,750.00 for travel, registration, seminars, and meetings. The motion died due to lack of a second.

No other motion was offered.

Member Hansen commented that since this is a region wide issue it is her hope and desire that all agencies would pull together for required training of dispatchers and help develop future career paths.

Member Wiley explained that she supports dispatcher training and pointed out that there is insufficient funding to deal with computer and other equipment issues that can cause a PSAP to have to close. However, when sufficient funding is available she would support a similar request in the future.

Member Ames stated he would support sending personnel to APCO training as he believes it is better training and information.

- 11. 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 TRICON 2018 Training Conference for a cost not to exceed \$4,500.00 for travel, registration, seminars, and meetings.*

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Dena Moore - Reno Public Safety Dispatch, outlined the request that will send an operations supervisor and one other individual to the TRICON 2018 Training Conference at a cost not to exceed \$4,500.00.

During a brief discussion it was noted that the City of Sparks would not be sending personnel to this conference and that Washoe County will bring back a request for reimbursement for two of the four that may be attending.

There were no public comments.

It was moved by Member Wiley, seconded by Member Kenneston, to approve the City of Reno request for funding for the costs associated with two staff members to attend the TRICON 2018 Training Conference for a cost not to exceed \$4,500.00 for travel, registration, seminars, and meetings. The motion carried unanimously with Member Deighton absent.

12. FUNDING REQUEST – WEST SAFETY SOLUTIONS CORP. 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 Reno Public Safety Dispatch for West Safety Solutions Corp. for the purchase of IWS Super CAS Server – Underlying Software. Including freight and Installation services for a cost not to exceed \$16,905.00.*

Member Hansen outlined the request noting that this will resolve a nearly 3-year old issue that restricts audio recording for administration lines. Recordings are being lost due to inaccurate volume issues and this replacement server will improve and upgrade the service as spec'd out by West Safety Solutions Corporation.

During the discussion it was explained that the budget would accommodate this request. Other discussion pointed out that the Reno Public safety Dispatch Center was the only one experiencing the recording issue but will most likely impact others.

Member Hansen explained that this is an urgent need for the City of Reno.

Member Ames stated he could support the request.

Member Venzon concurred with Member Ames.

Member Ames noted the potential liability issues if recording were lost or faulty.

Member Wiley suggested that if needed fund could perhaps be diverted from travel training to offset the cost.

Discussion then noted that the administrative calls could not be diverted to another server due to the functionality of the recording device.

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There were no public comments.

It was moved by Member Ames, seconded by Member Venzon, to approve the request for funding for the Reno Public Safety Dispatch for West Safety Solutions Corp. for the purchase of IWS Super CAS Server – Underlying Software including freight and Installation services at a cost not to exceed \$16,905.00. The motion carried unanimously with Member Deighton absent.

- 13. INFORMATIONAL UPDATE ON BODY WORN CAMERA LEGISLATION [SB 176]** [Non-action item] – *An informational update on the 2017 body worn camera legislation, and its impacts to the 911 Emergency Response Advisory Committee (“ERAC”) and 911 surcharge funds.*

Jamie Rodriguez - Washoe County, provided an update on the process thus far. The BCC recently adopted the policy pointing out that jurisdictions are being asked to use an agreed upon vendor to assure continuity. Ms. Rodriguez pointed out that the cameras are to be in place by July 1, 2018 under SB176. It is not expected that there will be sufficient funds in the 911 account to cover expenses associated with the mandate. Therefore, each jurisdiction will be responsible for meeting the requirements of SB 176. It is anticipated that the ordinance will be heard on February 20, 2018 with the business impact report and first reading of the ordinance on March 13, 2018.

During the discussion it was noted that the project entails much more than the cameras for personnel. Additional discussion noted that the proposed ordinance change is currently on track to be reviewed by the BCC on March 13, 2018.

- 14. FIVE YEAR MASTER PLAN UPDATE (JANUARY 2018)** [For possible action] – *A review, discussion and possible action to recommend that the Board of County Commissioners approve, deny or other modify the proposed: (1) update of the existing 5 Year Master Plan for the enhancement of the 911 telephone system for reporting emergencies, which expires in January 2018; and, (2) a 5-Year Master Plan for purchasing and maintaining portable and vehicular event recording devices, including a discussion of findings on the anticipated financial impact of purchasing and maintaining portable and vehicular event recording devices for the regional partners (Reno, Sparks, Washoe County).*

Quinn Korbolic – Washoe County Technology Services, explained that substantive modifications to the plan may require a special meeting in order to recommend approval to the BCC.

Stu Cronan – Galena Group, narrated a PowerPoint® presentation (copy on file), and highlighted the proposed surcharge of \$0.85 per line over other suggestions.

Member Kenneston left the meeting at 3:00 p.m.

Mr. Cronan outlined updates to the Plan in 2007 and 2013. The 2018 update has been modified to include body and vehicular cameras due to legislation approved in the 2017 legislative session. The requirements of SB176 will require amendment of Washoe County Code Chapter 65. The legislation

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provides for an increase of the 911 surcharge of up to \$1.00 per line. The mandates of SB176 will be part of the 911 Board's purview and oversight. In the event that the surcharge generates a surplus greater than the \$5-million allowed, the surcharge will have to be reduced. There was some concern about how the increased surcharge might affect certain federal grant fund opportunities, which were found to be very little. Mr. Cronan outlined the sources used in the development of this proposal including larger and similar sized jurisdictions. Mr. Cronan drew attention to the continued growth pattern of the region, which he believes should provide an increase in revenues rather than continued reduction. Mr. Cronan also covered projects costs of the portable and vehicle camera mandate and pointed out that the report includes hardware maintenance and training. Mr. Cronan then drew attention to project costs for refurbishing the existing PSAP facilities and an off-site evacuation center large enough to accommodate all three PSAP's person if needed. Mr. Cronan then detailed the ending fund balances based on the proposed surcharge fees.

There was significant discussion of the proposed update. During the discussion concern was expressed that the potential conflict with the regions ability to apply for and receive certain federal grants might be impacted. Therefore, the document should be modified to address that particular issue. Other discussion noted that a comprehensive staffing study as related to the region's growth should be implemented due to the projected growth in the region by 2020. Additionally, the regional capital infrastructure improvements such as the regional CAD system, technical refresh and equipment upgrades needs to be included. Other discussion noted that the refresh rate for the recording equipment would be included in the contract.

Regarding the Master Plan section (P26) "Opposition to SB176," Member Hansen outlined her concerns with the potentially significant impact on the region's ability to apply for federal grants. Member Hansen stated it was less an issue concerning the FCC and carriers collecting surcharges, than PSAPs in Nevada becoming ineligible to apply for grants. Ms. Hansen strongly urged the Board to consider this restriction to federal funding when determining surcharge increases for 911.

Mr. Cronan concurred that there should be some additional language so that we are aware of the potential issues. Mr. Cronan noted that federal legislation should continue to be monitored and that the draft plan can be recommended for approval subject to additional changes related to grant funding.

Member Hansen also noted that the City of Reno had not been included in the backup site discussion and that a dollar value for a future project had not been recommended. Member Hansen believes the Master Plan should have a more comprehensive project plan with an overview of projects staffing and workload including telephony, CAD interface.

Member Venzon noted that his one concern the member agencies should have an opportunity to review the recommendations individually and have input. It is unclear what portion of the surcharge is tied to the portable and vehicular recording devices, which he believes should be discussed or implemented at the individual agency.

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Member Venzon drew attention to somewhat vague terms and suggested that he would be more comfortable if this was addressed at the policy level where SB176 discusses policy for every agency to have detailed policy discussions. Member Venzon explained that he does not favor dictating in the Master Plan the policies of Washoe County or other agencies other than to follow NRS requirements.

During the discussion it was suggested that the policy for body worn cameras be removed until the issues are better understood. As the discussion continued, it was noted that the Master Plan might not “pass muster” without sufficient information on the body worn camera. As the discussion continued it was suggested that page 33 through 40 be removed. Discussion then turned to the amount of the surcharge. It was noted that the recommended \$0.85 would provide additional funding over time that can, if necessary, be modified in the future. Of some concern is what the state penalty might be if the rollout of the recording devices was pushed out to the 4th quarter of 2018.

Jen Gustafson – Deputy District Attorney, explained that any subgroup or subcommittee of the 911 Board would also be subject to the Nevada OML (Open Meeting Law) which requires posting meeting agenda, minutes and proper public noticing.

Mr. Cronan believes that the plan can be updated on an annual basis.

Discussion then turned to the timeline in which portable recording devices must be deployed. Of some concern is the need to secure funding to implement the plan and that one requirement of SB176 is that should the fund balance exceed \$5-million that the surcharge must be reduced. There was some discussion about scheduling a special meeting of the 911 board to further discuss the plan.

Responding to Member Meyer’s inquiry about a previous suggestion by Mark Mather – Washoe County Comptrollers Office, about a loan from other Washoe County funds, Jamie Rodriguez explained that the loan option was no longer an option.

Member Hansen drew attention to the \$2-million impact to the CAD system that had been removed.

Mr. Cronan noted that the potential \$3-million surplus should cover that type of expense.

Chair Campbell opened public comment.

Rishma Khimji commented that it appears there may be competing projects which she believes places all agencies at a disadvantage.

Mr. Cronan noted that non-network operations were removed and that the items such as network operations were presented by Reno, Sparks and Washoe County and included.

It was moved by Member Ames, seconded by Member Kenneston, to recommend that the Board of County Commissioner accept the Five Year Master Plan update with the following modifications: remove Pages 33 through 40; update page 26 to reflect and address concerns about future federal grant funding requests.

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Member Wiley suggested a modification to include the \$2-million cost for future CAD replacement.

Mr. Cronan noted that at the end of four years the contingency fund should reach \$4-million surplus with the \$0.85 surcharge.

Member Venzon noted his concern about moving forward without having first completed due diligence.

Member Kenneston expressed his support for the proposed \$0.85 surcharge that should eventual reach the cap of \$5-million in surplus funds.

Member McEvers stated his support for the proposed \$0.85 surcharge and stated he did not see any negatives with the proposal.

Member Hansen noted her concern about approve a plan based on an incomplete budget. Therefore, Member Hansen supports taking more time to do the due diligence before making a recommendation to the BCC

Member Kenneston noted that he did not believe delaying the matter a few days would be sufficient to obtain better financial information.

There was additional discussion about budget process. It was noted that budgeting on a 5-year cycle was not typically done. As the discussion continued it was noted that public safety is too important to push the process without allowing time to address and respond to issues and questions.

The meeting recessed at 4:30 p.m. and reconvened at 4:37 p.m.

Discussion resumed and focused on the necessary funding and the \$3-million for emergency situations.

Member Ames withdrew and restated the motion.

It was moved by Member Ames, seconded by Member Kenneston, to approve the 5 Year Master Plan with the following modifications: remove page 33 through 40; amend page 26 under “Opposition to SB 176” regarding federal grant concerns; and recommend that the Board of County Commissioners approve the \$0.85 per line.

Member Venzon expressed concern about due diligence and that he does not believe there will be an opportunity for a “second shot at this”. Member Venzon noted his support for delaying action to avoid an over estimation of the funding needed.

Member Ames commented that he believes the \$0.85 surcharge can be justified and pointed out that the region has a definitive deadline for implementation.

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Chair Campbell noted that the positive effect of the proposed surcharge would place the City of Sparks in a positive position.

The motion carried: Members Ames, Kenneston, McEvers, Meyer, Wiley and Chair Campbell assenting; Members Hansen and Venzon dissenting; and Member Deighton absent.

15. 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., March 15, 2018.*

Member Wiley noted that the Sparks PSAP had to be abandoned on January 5, 2018. A reconfiguration of the fiber during an upgrade caused a loss of connectivity and that dispatch had hand logged while the vendor determined with it was a fiber connection issue between City Hall and Fire. A decision was then made to move the Sparks PSAP operations to the Reno/Washoe County site. Member Wiley noted that the Reno/Washoe County and the Sparks PSAP are not large enough to accommodate staffing from other centers should a need relocate arise. The City of Sparks is in the process of developing a backup plan. Member Wiley noted that funding for fiber connections upgrade and replacement had been cut from the City of Sparks budget about five years ago.

Member Ames and Karl Holden - Washoe County Sheriff's office stated that Reno Dispatch did a great job during the incident.

Member Kenneston suggested that an update on the RFP issues by Washoe County on the collection of surcharge by vendors in Washoe County be added to a future agenda.

Jen Gustafson – Deputy District Attorney commented that a refresher on the Open Meeting Law for newly added members will be on the March meeting agenda.

16. PUBLIC COMMENT [Non-action item]

There were no public comments.

17. ADJOURNMENT [Non-action item]

Chair Campbell adjourned the meeting at 4:50 p.m.