

DATE: 02/28/2020
TO: 911 Emergency Response Advisory Committee
FROM: Rishma Khimji, Director of Technology, City of Reno Department of Information Technology, khimjir@reno.gov, 775-334-2026
THROUGH:
SUBJECT: Request for reimbursement and technical resources supporting E911 GIS services for fiscal year 2018/2019 in an amount not to exceed \$188,000

SUMMARY

The City of Reno is requesting reimbursement for salary and benefits of one E-911 GIS technician and ½ salary and benefits of a GIS Analyst position to support E-911 GIS services relating to 911 Emergency Communications. This includes all City of Reno bargaining unit and/or Charter/Code changes to salary and/or benefits such as increases for cost of living and/or performance raises.

The City of Reno GIS Analyst staff has supported E911 GIS data maintenance in several important ways. They perform advanced Quality Control audits of data, and analyze complex GIS data problems appearing as errors in the CAD System. As you are aware, there are many inconsistencies in the address data in the Truckee Meadows region, and these require the more advanced GIS technical skills of a GIS Analyst to review and map correctly.

The requested funded positions perform the following duties:

1. Update and Maintain E911 GIS and Tabular Data
 - Update and Edit centerline files and their associated attributes.
 - Update and Edit polygon boundary files and their associated attributes.
 - Correct existing records when errors are discovered or reported.
 - Using Text Editor Software, update and maintain several dispatch tables associated with the E911 GIS data.
 - Correspond with various county and city staff to analyze new street centerlines, address ranges, change of address notifications, etc.
2. Create an Address Point database to define address ranges
 - Update and maintain an Address Point database using Ortho-photography and drive-by field analysis.
3. Perform Data Analysis, Quality Control, and Address Research
 - Research and troubleshoot address or jurisdiction errors reported in the Tiburon CAD (Computer Aided Dispatch) system.
 - Use point-to-line diagrams to identify inconsistencies between address ranges and address points
 - Research errors reported via E911 web request forms and correct, if needed.

- Perform Quality Control on updates made to the Dispatch System via error reports and “location verifications”.
4. Solve Problems Mapping Inconsistent Addresses
 - Create “false segments or intersections” to make the dispatch system work, as requested.
 5. Perform Data Processing and Data Conversions
 - Run and execute the Tiburon GCT (Geographic Conversion Toolkit) Import and Export procedures.
 - Convert a “commonplace” text file to database format for viewing in the E911 web request form.
 6. Document Response District Data Configuration Changes
 - Meet with public safety staff to re-define boundaries.
 - Analyze and communicate any dispatch system conflicts due to proposed changes.
 - Perform changes to the RAM (Response Area Management) table in CAD.
 - Update centerline and boundary files affected by response district changes.
 7. Works on developing test plans, project plans and implementation plans for all software and hardware upgrades that are GIS related, such as Maverick Maps for MobileCOM, Dispatch and RMS.

NRS APPLICABLE:

NRS 244A.7645 Provides approval of costs associated with maintenance, upgrade and replacement of equipment necessary for the operation of the enhanced telephone system.

The following is a complete definition of the NRS 244A.7645, with applicable sections highlighted:

NRS 244A.7645 Establishment of advisory committee to develop plan to enhance or improve telephone system; creation of special revenue fund; use of money in fund.

1. If a surcharge is imposed pursuant to [NRS 244A.7643](#) in a county whose population is 100,000 or more but less than 700,000, the board of county commissioners of that county shall establish by ordinance an advisory committee to develop a plan to enhance the telephone system for reporting an emergency in that county and to oversee any money allocated for that purpose. The advisory committee must consist of not less than five members who:

- (a) Are residents of the county;
- (b) Possess knowledge concerning telephone systems for reporting emergencies; and
- (c) Are not elected public officers.

2. If a surcharge is imposed pursuant to [NRS 244A.7643](#) in a county whose population is less than 100,000, the board of county commissioners of that county shall establish by ordinance an advisory committee to develop a plan to enhance or improve the

telephone system for reporting an emergency in that county and to oversee any money allocated for that purpose. The advisory committee must:

(a) Consist of not less than five members who:

(1) Are residents of the county;

(2) Possess knowledge concerning telephone systems for reporting emergencies;

and

(3) Are not elected public officers; and

(b) Include a representative of an incumbent local exchange carrier which provides service to persons in that county. As used in this paragraph, "incumbent local exchange carrier" has the meaning ascribed to it in 47 U.S.C. § 251(h)(1), as that section existed on October 1, 1999, and includes a local exchange carrier that is treated as an incumbent local exchange carrier pursuant to that section.

3. If a surcharge is imposed in a county pursuant to [NRS 244A.7643](#), the board of county commissioners of that county shall create a special revenue fund of the county for the deposit of the money collected pursuant to [NRS 244A.7643](#). The money in the fund must be used only:

(a) In a county whose population is 45,000 or more but less than 700,000, to enhance the telephone system for reporting an emergency, including only:

(1) Paying recurring and nonrecurring charges for telecommunication services necessary for the operation of the enhanced telephone system;

(2) Paying costs for personnel and training associated with the routine maintenance and updating of the database for the system;

(3) Purchasing, leasing or renting the equipment and software necessary to operate the enhanced telephone system, including, without limitation, equipment and software that identify the number or location from which a call is made; and

(4) Paying costs associated with any maintenance, upgrade and replacement of equipment and software necessary for the operation of the enhanced telephone system.

(b) In a county whose population is less than 45,000, to improve the telephone system for reporting an emergency in the county.

4. If the balance in the fund created in a county whose population is 45,000 or more but less than 700,000 pursuant to subsection 3 which has not been committed for expenditure exceeds \$1,000,000 at the end of any fiscal year, the board of county commissioners shall reduce the amount of the surcharge imposed during the next fiscal year by the amount necessary to ensure that the unencumbered balance in the fund at the end of the next fiscal year does not exceed \$1,000,000.

5. If the balance in the fund created in a county whose population is less than 45,000 pursuant to subsection 3 which has not been committed for expenditure exceeds \$500,000 at the end of any fiscal year, the board of county commissioners shall reduce the amount of the surcharge imposed during the next fiscal year by the amount necessary to ensure that the unencumbered balance in the fund at the end of the next fiscal year does not exceed \$500,000.

(Added to NRS by [1995, 1056](#); A [1999, 1686](#); [2001, 621, 2125](#); [2007, 561](#); [2009, 641](#); [2011, 1124](#))

STAKEHOLDER REVIEW(s)

Stakeholders are the primary PSAP agencies including City of Reno Emergency Communications, City of Sparks Emergency Communications and Washoe County Emergency Communications.

PREVIOUS ACTION

In fiscal year 2010/2011, 2011/1012, 2012/2013, 2013/2014, 2014/2015, 2015/2016 and fiscal year 2016/2017, the E-911 Board authorized reimbursement to the City of Reno for E-911 GIS services performed by the E-911 GIS Technician and ½ salary and benefits for one GIS Analyst. The total authorized amount in fiscal year 2011/2012 was \$140,085. The total authorized amount in fiscal year 2012/2013 was \$139,410. The total authorized amount in fiscal year 2013/2014 was \$139,410. The total authorized amount in fiscal year 2014/2015 was \$147,163. The total authorized amount in fiscal year 2015/2016 was \$147,163. The total authorized in fiscal year 2017/2018 was \$164,021. The total authorized for 2018/2019 was \$175,212.

FISCAL IMPACT

Projected FY 2018/2019 Salaries and Benefits for a E-911 GIS Technician and ½ of GIS Analyst are detailed below:

Position	Salary + Benefit
E911 GIS Technician	\$114,960.00
½ GIS Analyst	\$72,233.00

Total E911 Board reimbursement is approximately \$188,000.

RECOMMENDATION

It is recommended that the E911 Emergency Response Advisory Committee approve the request for reimbursement and technical resources supporting E911 GIS services for fiscal year 2018/2019 in an amount not to exceed \$188,000

POSSIBLE MOTION

Motion to approve funding for reimbursement and technical resources supporting E911 GIS services for fiscal year 2020/2021 in an amount not to exceed \$188,000.

DATE: December 26, 2019
TO: 911 Emergency Response Advisory Committee
FROM: Douglas Campbell, Sparks Police Department, IT Administrator, 775-353-2241 ext. 5545, dcampbell@cityofsparks.us
THROUGH: Pete Krall, Chief of Police
SUBJECT: REQUEST FOR FUNDING FOR SALARY AND BENEFITS SUPPORTING E911 CITY OF SPARKS AND REGIONAL GIS SERVICES [For possible action] – A review, discussion and possible action to approve, deny or otherwise modify a request for funding for the costs associated with one GIS Public Safety Specialist at the City of Sparks Police Department for a cost not to exceed \$122,006.

SUMMARY

Request to approve 911 funding for GIS Public Safety Specialist within the Sparks Police Department to support E911 GIS Services relating to 911 Emergency Communications. This position has been authorized since July 2015 to provide GIS services in support of the Tiburon project. as so much of the system functioning is based on having updated and accurate GIS data.

NRS APPLICABLE:

NRS 244A.7645 provides approval of costs associated with maintenance, upgrade and replacement of equipment necessary for the operation of the enhanced telephone system.

STAKEHOLDER REVIEW(s)

Stakeholders are the Sparks Police Department Public Safety Answering Point.

PREVIOUS ACTION

This board approved the initial funding for the GIS position May 7, 2015, then follow-up funding was approved on March 17, 2016, January 31, 2017, January 18, 2018 and January 17, 2019.

BACKGROUND

The Sparks Police Department has signed a contract with Tiburon Inc. to provide it with the same dispatch system as is used by both the City of Reno and Washoe County. This move has required us to build up a set of GIS data that is required by Tiburon CAD not only for ourselves but as part of a regional effort with Washoe County and the City of Reno. This information is primarily used for the accurate dispatching of Police, Fire and EMS units by dispatch. The complexity involved in creating this data requires significant training and skill sets that are beyond the current staff of the Police Department and therefore we need a full-time GIS Public Safety Specialist. Their primary tasks would be:

- Support, along with the City of Reno and Washoe County GIS staffs, the regional E911 Dispatch system. This includes continual updates of the Street Centerlines, Regional Address Points, Common Places, and the other layers of data that are used by all Dispatchers and Police and Fire mobiles.
- Support Sparks Dispatch by providing level one support of GIS issues along with developing and maintaining GIS-based tools for both Dispatch and mobile computers.
- Support Sparks Police Department by supporting interfaces to other related systems and producing maps as needed.
- Support Sparks Fire Department by supporting fire risk analysis efforts along with updating Fire map books, Hydrant information and producing maps as needed.

FISCAL IMPACT

The enhanced 911 Fund is a special revenue fund which receives revenue pursuant to NRS 244A.7643 in the form of telephone surcharges collected to support the emergency reporting system. Budget authority exists within the E911 Fund to the funding of a GIS Public Safety Specialist for a cost not to exceed \$122,006.

RECOMMENDATION

It is recommended that the E911 Emergency Response Advisory Committee approve the request by the Sparks Police Department for funding for the costs associated with a GIS Public Safety Specialist for a cost not to exceed \$122,006.

POSSIBLE MOTION

Move to approve the recommendation to fund the Sparks Police Department in the amount not to exceed \$122,006 for the funding of a GIS Public Safety Specialist.

Integrity
Communication
Service



TECHNOLOGY SERVICES

Agenda Item 8

Craig Betts
Chief Information
Officer

DATE:
March 12, 2020

TO:
911 Emergency Response Advisory Committee

Paul Burr
Business Solutions &
Integration
SAP

FROM:
Quinn Korbolic, IT Manager – Washoe County, Regional Services, 775-328-2348,
qkorbolic@washoecounty.us

Quinn Korbolic
Regional Services

SUBJECT: Washoe County Salary Reimbursement Request – GIS database update and maintenance.

A review, discussion and possible action to approve, deny or otherwise modify a request for reimbursement of staff salary supporting E911 GIS Database update and maintenance services for Fiscal Year 2020-2021 in an amount not to exceed [\$177,417.62].

Kobe Harkins
Customer & Enterprise
Solutions

Strategic Objective supported by this item: Safe, secure and healthy communities.

SUMMARY:

Washoe County GIS staff update, maintain, and administer the Regional E911 GIS Master Address and Street Centerline datasets and ensure the Master Street Address Guide (MSAG) is up to date and consistent with the regional master address data. Washoe County Technology Services is requesting reimbursement for salary and benefits for 1.5 FTE employees who support the update and maintenance of the E911 GIS database. One FTE is dedicated to a GIS Systems Developer I/II tasked with maintaining and updating the E911 GIS database including the regional Master Address and Street Centerline datasets; 0.5 FTE is dedicated to the Master Street Address Guide (MSAG) coordinator.

Washoe County
1001 East Ninth Street
Reno, NV 89512

Nevada Revised Statutes (NRS) 244A.7645 3.A.3 authorizes the use of E911 surcharge funds for “Paying the costs for personnel and training associated with the routine maintenance and updating of the database for the system.”

PREVIOUS ACTION

Salary disbursement to Washoe County for 0.5 FTE telephone technician (MSAG Coordinator) has been implicitly approved by the 911 Emergency Response Committee through the budget approval process.

775.328.2350
Fax 775.328.2356

For City of Reno, in Fiscal Year 2010/2011, 2011/1012, 2012/2013, 2013/2014, 2014/2015, 2015/2016, 2016/2017, 2017/2018, 2018/2019, and 2019/2020 the 911 Board authorized reimbursement to the City of Reno for E911 GIS services performed by the E911 GIS Technician and ½ salary and benefits for one GIS Analyst. The total authorized amount in Fiscal Year 2011/2012 was \$140,085. The total authorized amount in Fiscal Year 2012/2013 was \$139,410. The total authorized amount in Fiscal Year

2013/2014 was \$139,410. The total authorized amount in Fiscal Year 2014/2015 was \$147,163. The total authorized amount in Fiscal Year 2015/2016 was \$147,163. The total authorized in Fiscal Year 2017/2018 was \$164,021.

For City of Sparks, the E911 Emergency Response Committee authorized salary reimbursement to support the update and maintenance of the GIS database in FY16 - \$79,219, FY17 - \$76,777, FY18 – 89,901.54, FY19 \$86,283, and FY20 \$103,230.

FISCAL IMPACT

Projected FY 2020-2021 salary and benefits for each position are specified below:

Position	Duty	Salary	Benefit
1 FTE System Developer I/II	GIS Address and Street centerline update and maintenance and administration.	\$92,459.72	\$40,034.09
0.5 FTE Telephone Technician	MSAG Coordinator	\$30,802.31	\$14,121.50

The total reimbursement request is \$177,417.62.

RECOMMENDATION

Approve the reimbursement to Washoe County of staff salary supporting E911 GIS Database update and maintenance services for Fiscal Year 2020-2021 in an amount not to exceed [\$177,417.62].

POSSIBLE MOTION

Should the Committee agree with staff’s recommendation a possible motion would be:

“Move to approve the reimbursement to Washoe County of staff salary supporting E911 GIS Database update and maintenance services for Fiscal Year 2020-2021 in an amount not to exceed [\$177,417.62].”