



WASHOE COUNTY

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STAFF REPORT

COMMITTEE MEETING DATE: *September 23, 2021*

DATE: Friday, September 17, 2021

TO: 911 Emergency Response Advisory Committee

FROM: Quinn Korbolic, IT Manager, Washoe County Technology Services
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THROUGH: Behzad Zamanian, Chief Information Officer, Washoe County

SUBJECT: Recommendation to approve or approve with modification and adopt the 911 Five-Year Master Plan prepared by Federal Engineering, Inc.; and recommend that the Board of County Commissioners approve and adopt the 911 Five-Year Master Plan.

SUMMARY

The Board of County Commissioners may not impose a 911 surcharge unless the board first adopts a 5-Year Master Plan for the 911 Telephone System and for Portable and Vehicular recording devices. The current 911 5-Year master Plan was adopted in February of 2018 and, importantly, recommended that the 911 Telephone line surcharge be increased to \$0.85 per month for each customer access line to the local exchange of a telecommunications provider; \$0.85 per month for each telephone number assigned a customer by a supplier of mobile telephone service; and \$8.50 per month for each customer trunk line to the local exchange of a telecommunications provider. The 2018 plan also included several recommendations. While not all recommendations from the 2018 plan have been followed, the divergence of the plan's revenue, spending, and 911 fund balance projections from the actual, necessitates an update of the plan. Similarly, 2019 Legislative changes allow use of the 911 fund by additional agencies; regional agencies have taken action to replace the regional Computer Aided Dispatch which may utilize 911 Funds; and agencies have taken action to expand their respective PSAP capacities potentially negating the need for a dedicated regional PSAP backup site as was recommended by the 2018 plan.

To address the substantial changes since the 2018 911 Five-Year Master Plan was drafted, the 911 Emergency Response Advisory Committee recommended that the plan be updated. Subsequently, the Board of County Commissioners, upon recommendation from the 911 Committee, directed Washoe County staff to update the plan.

The updated 5-Year Master Plan, as presented, includes recommendations to:

- Create a Regional PSAP Backup Plan including remote worksites and a mobile command center to support PSAP operations.
- Consider efforts to change existing State legislation to be compliant with FCC regulations

AGENDA ITEM # _____

- Establish a structured Process for funding 911 programs and equipment
- Complete a Next Generation 911 Readiness/Technology Assessment to identify funding and budget needs for future technology enhancements.
- Address the impact on staff needs and workload related to body-worn and vehicle cameras for management of use and access to data, preparation of evidentiary packages, redaction, security, and data management.

Additionally, the updated 5-Year Master Plan addresses the replacement of the regional Computer Aided Dispatch including related funding and cost considerations, and changes to the NRS related to 911 Expenditures.

The Plan also covers the following requirements as specified in NRS 244A.7643:

- Cost estimates for enhancement of the telephone system for reporting emergencies in the county and for purchasing and maintaining portable event recording devices and vehicular event recording devices.
- All proposed sources of money for funding those costs, including the 911 surcharge as specified in NRS 244A.7643

Washoe County Strategic Objective supported by this item: Safe, Secure and Healthy Communities

PREVIOUS ACTION

On August 25, 2020 the Board of County Commissioners moved to direct staff to update the 911 Emergency Response Five-Year Master Plan to include, but not be limited to, inclusion of a plan for Public Safety Answering Point (PSAP) back-up sites, a Computer Aided Dispatch upgrade, and modifications to NRS from the 2019 Nevada State Legislature.

On July 16, 2020 the Emergency Response Advisory Committee recommended that the Board of County Commissioners direct staff to update the 911 Five-Year Master Plan to include a plan for PSAP back-up sites, a Computer Aided Dispatch upgrade, additional changes related to Portable Event Recording Devices, and associated modifications to NRS at the 2019 NV Legislature.

On February 20, 2018 the Board of County Commissioners adopted the Washoe County Regional 911 Emergency Response Advisory Committee Five Year Master Plan Update; and approved the 911 Emergency Response Advisory Committee's recommendation to increase the 911 telephone line surcharge to \$0.85 per month for each customer access line to the local exchange of a telecommunications provider; \$0.85 per month for each telephone number assigned a customer by a supplier of mobile telephone service; and \$8.50 per month for each customer trunk line to the local exchange of a telecommunications provider.

On January 18, 2018, the 911 Committee voted to recommend that the board of county commissioners adopt the current proposed Five Year Master Plan Update that was drafted by the Galena Group, Inc. by a 6-2 vote with 1 member absent. The 911 Committee also recommended that the board increase the 911 surcharge from the previous statutorily capped maximum amount of \$0.25 per month for each customer access line/ mobile telephone number to \$0.85 per month to support on-going costs for the 911 telephone system and to provide funding for SB 176's body camera mandate.

On January 16, 2018, the board of county commissioners adopted the Washoe County Board of County Commissioners' Policy for the Use of 911 Surcharge Funds for the Body Camera Mandate Set Forth in Nevada Senate Bill 176 (2017).

On October 10, 2017, the board of county commissioners adopted Ordinance No. 1601, which amended Washoe County Code ("WCC") Chapter 65 by: (1) expanding the permissible use of the 911 telephone line surcharge to include the purchase and maintenance of portable event recording devices and vehicular event recording devices, as permitted by NV SB 176 (2017); (2) clarifying the powers and duties of the 911 Committee; (3) adding definitions of "law enforcement agency", "portable event recording device" and "vehicular event recording device"; and (4) amending the 911 Committee's membership as required by NV SB 176 (2017).

On June 25, 2013, upon recommendation by the 911 Committee, the board of county commissioners adopted the Washoe County Regional 911 Emergency Response Advisory Committee Five Year Master Plan Update to the 911 Strategic Master Plan; and adopted the Regional 911 Emergency Response Advisory Committee Guidebook prepared by the Galena Group.

On January 8, 2008, upon recommendation by the 911 Committee, the board of county commissioners accepted the 911 Emergency Response Five-Year Strategic Plan prepared by the Matrix Consulting Group. It was noted that acceptance of the report did not include approval of the specific recommendations made in the report.

On September 12, 2006, upon recommendation by the 911 Committee, the board of county commissioners approved a contract with Matrix Consulting Group in response to Washoe County RFP No. 2545-06 for an E911 Review and Audit Report. The board authorized Washoe County's Purchasing and Contracts Administrator to execute an agreement for the same in the estimated amount of \$49,000.

BACKGROUND

Nevada Revised Statutes (NRS) 244A.7643 requires that a County adopt a 911 Five-Year Master Plan before implementing a 911 Surcharge:

NRS 244A.7643 2 - A board of county commissioners may not impose a surcharge pursuant to this section unless the board first adopts a 5-year master plan for the enhancement of the telephone system for reporting emergencies in the county or for the purpose of purchasing and maintaining portable event recording devices and vehicular event recording devices, as applicable. The master plan must include an estimate of the cost of the enhancement of the telephone system or of the cost of purchasing and maintaining portable event recording devices and vehicular event recording devices, as applicable, and all proposed sources of money for funding those costs. For the duration of the imposition of the surcharge, the board shall, at least annually, review and, if necessary, update the master plan.

FISCAL IMPACT

There is no direct fiscal impact as a result of the 011 Emergency Response Committee adopting the 911 Five-Year Master Plan.

RECOMMENDATION

Recommendation to approve or approve with modification and adopt the 911 Five-Year Master Plan prepared by Federal Engineering, Inc.; and recommend that the Board of County Commissioners approve and adopt the 911 Five-Year Master Plan.

POSSIBLE MOTION

If the committee agrees with staff's recommendation, a possible motion would be: "Move to approve and adopt the 911 Five-Year Master Plan prepared by Federal Engineering, Inc.; and recommend that the Board of County Commissioners approve and adopt the 911 Five-Year Master Plan."



Washoe County 911 Five- Year Master Plan Recommendations and 911 Fund outlook

911 Emergency Response Advisory Committee

September 23, 2021



Master Plan Overview

- Review Master Plan Recommendations
- Detailed review of funding, and future budget planning



Recommendations – Backup Plan

- PSAPs Create a Regional Backup Plan
 - *2018 Master Plan recommended revisiting back plans and facilities.*
 - New plan acknowledges a mutually beneficial “Triangle Backup Configuration” including Washoe County, Reno and Sparks PSAPs.
 - Contingent upon construction of Reno Public Safety Center
 - A backup plan should include:
 - Transition plan
 - PSAP capabilities and capacities
 - Network capacities and needs
 - Technology and equipment needs
 - Include capacity of the regional radio system
 - “Exercise” backup plans
- PSAP Backup Plan should include plan for remote worksites and equipment.
- Backup Plan should include consideration of a Mobile Command Center



Recommendations - Legislative

- Washoe County & Partners should consider an effort to change existing State legislation to be compliant with FCC regulations.
 - *Similar recommendations made in 2018 Master Plan*
 - Local Governments are likely not eligible to receive federal funding for 911 if state law continues to allow diversion of 911 surcharge funds.
 - Lift America Act is a current funding source for NG 911 technology enhancements. Local Governments in Washoe County are ineligible for these funds.
- Establish a structured process for funding 911 programs and equipment
 - Establish Funding rules
 - Formal application process
 - Tracking managing and audit of awards and projects



Recommendations - Funding

- Complete a Next Gen 911 Readiness/Technology Assessment to identify funding needs for future technology enhancements.
 - Future Technology Enhancements for the 911 Telephone system may include:
 - Implementation of an Emergency Services IP Network (ESINet)
 - Next Generation 911 features, services, and software
- Review of other potential sources of revenue and establish a system of 911 surcharges applied to any device or system that accesses 911.
- Consider initiating an in-depth audit of telecommunications subscriber counts, as well as countywide review of dedicated circuits used in the delivery of 911 calls and associated data.



Recommendations

- ***Previous Master Plan Recommendations:***

- *Recommendations that can be addressed by the 911 Committee:*

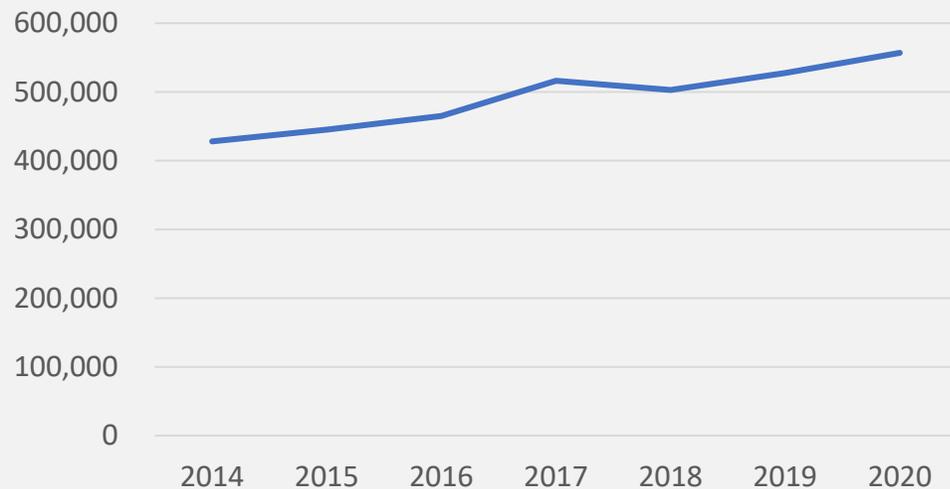
- Report PSAP operational metrics to 911 Committee
- Adopt a Mission and Vision Statement
- Annually Review 5-Year Master plan recommendations and status of any related actions, 911 fund balance, and future spending projections.
- Monitor impact of population growth on PSAP workload/efficiency, and 911 Surcharge revenue; & FCC guidance/regulation related to 911 surcharge.



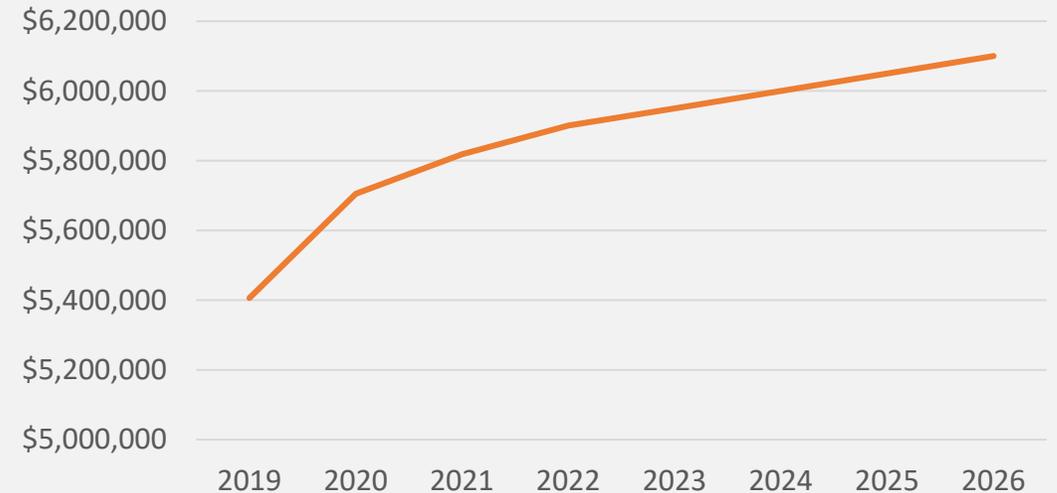
Revenue, Spending & Fund Balance

- Revenue is steady but increasing
 - FY19: \$5.4M
 - FY26 Projected: \$6.1M

Average Phone Lines/Month



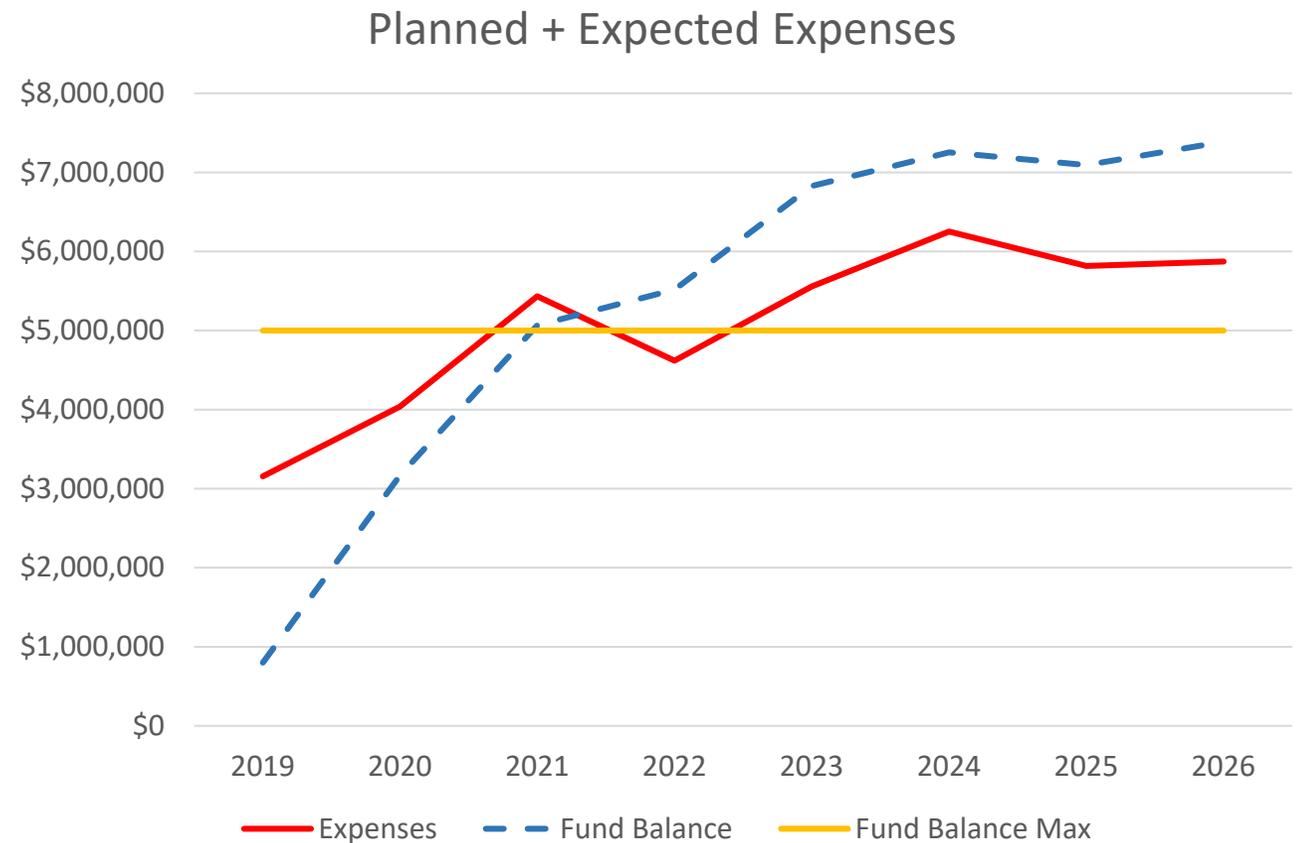
911 Fund Revenue Projection





Spending & Fund Balance

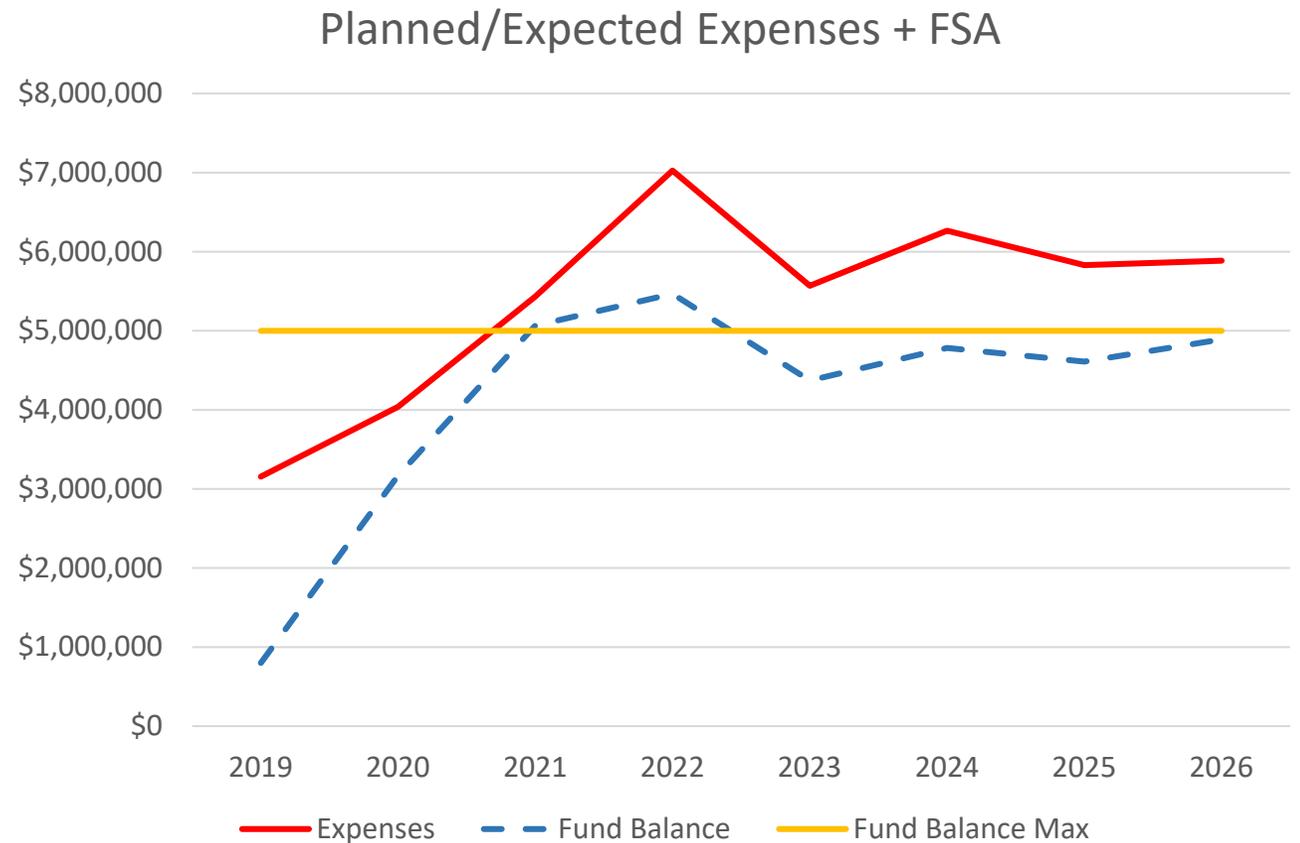
- Planned and Expected Expenses:
 - Existing annual expenses: Intrado, Axon, ProQA, GIS Salaries, etc.
 - NG911 Technology Assessment (FY22)
 - CAD (FY22, 23, 24)
 - Reno Public Safety Center Radio Equipment (FY25 \$1M, 26 \$1M)





Spending & Fund Balance

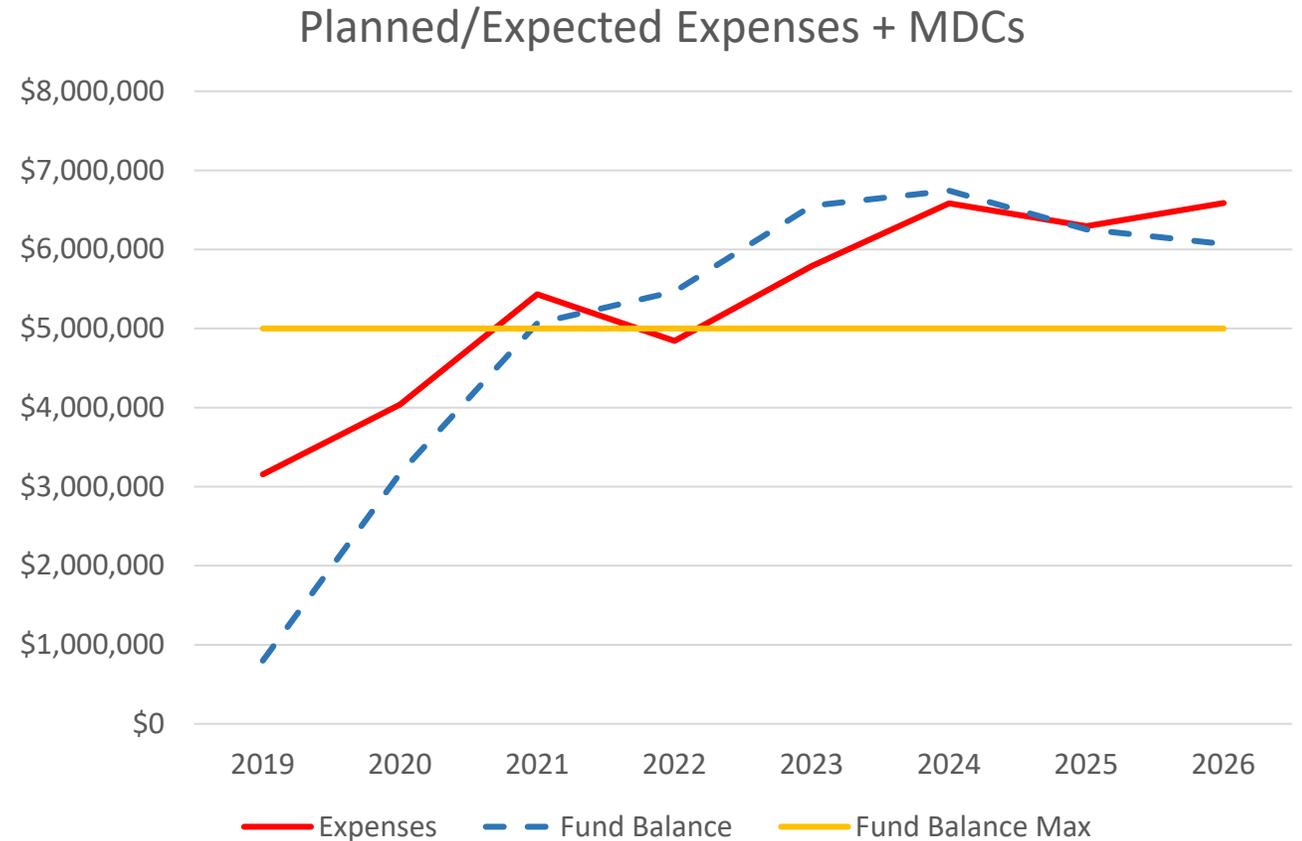
- Planned/Expected expenses and:
 - **Fire Station Alerting** for Reno, Sparks, TMFR in **FY22** – approx. \$2.4M





Spending & Fund Balance

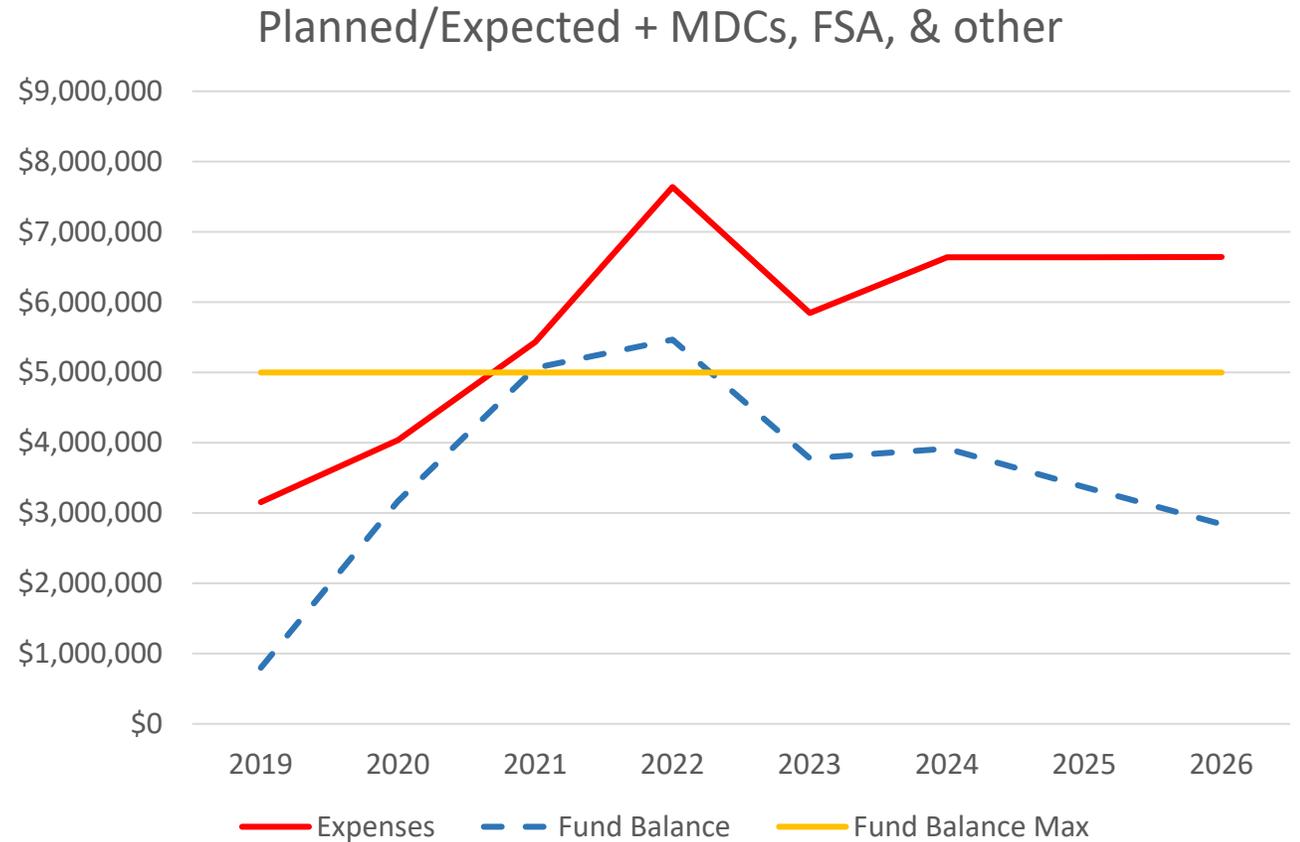
- Planned/Expected expenses and:
 - MDCs and MDC data
 - MDCs
 - FY22: \$58,200
 - FY24: \$98,000
 - FY25: \$245,000
 - FY26: \$481,000
 - MDC data: \$220,000/year





Spending & Fund Balance

- Planned/Expected Expenses plus:
 - FSA
 - MDCs
 - Potential expenses related to TMFR dispatch in FY22 + annually





Spending & Fund Balance

- For FY22 (this fiscal year) – minimum encumbrances needed to maintain a fund balance under \$5M:
 - **~\$6.5M**
- To be considered “encumbered” expenses must be:
 - Approved by the 911 Committee
 - Approved by the BCC



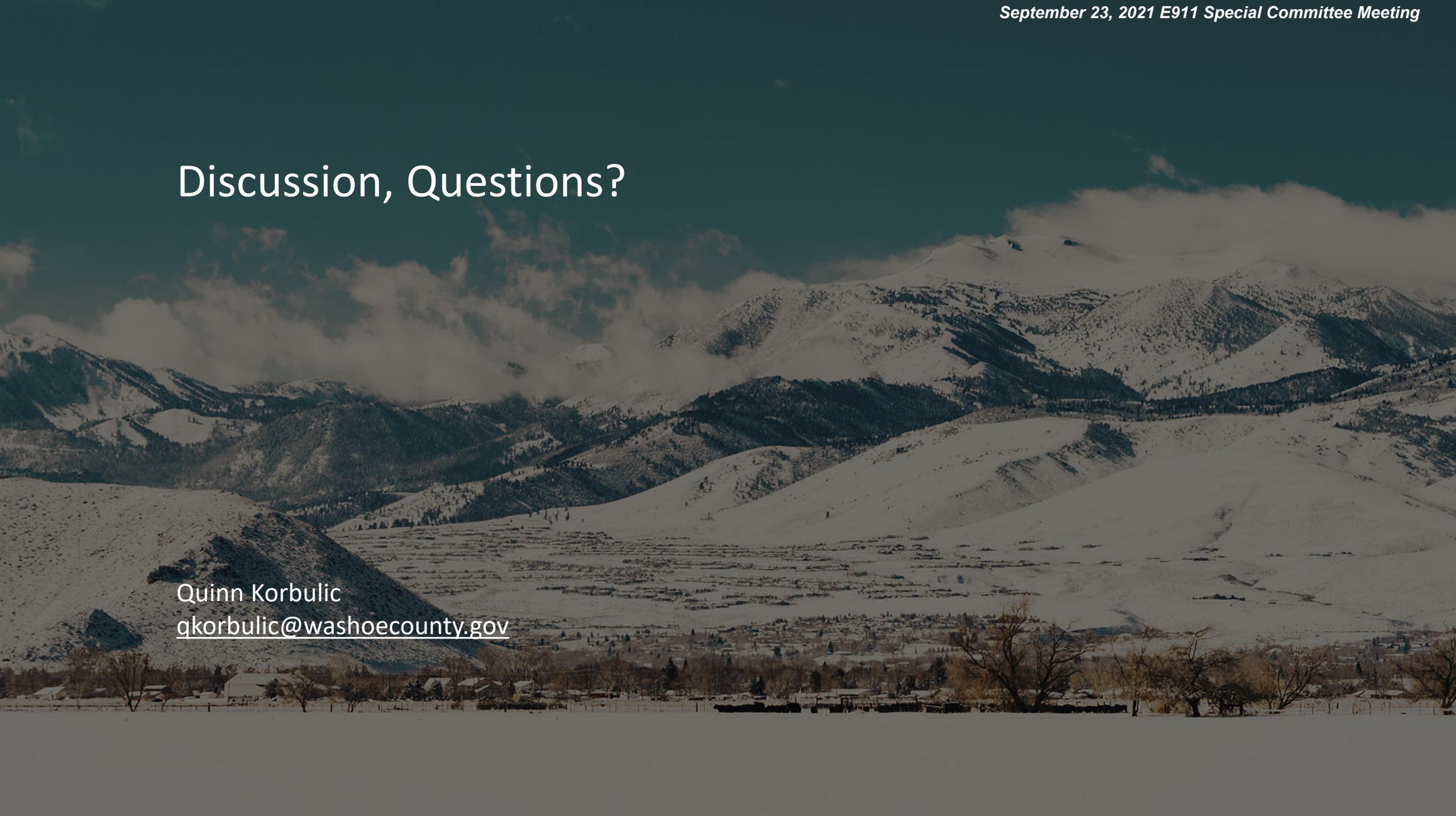
Summary

The 911 5-Year Master Plan, as presented, addresses:

- As required by NRS:
 - Costs for the telephone system for reporting emergencies
 - Costs for purchasing and maintain portable and vehicular event recording devices (addressed in Funding analysis)
 - Proposed sources of money support
- Analysis of PSAP Backup sites and plan
- Regional Computer Aided dispatch and related costs
- Changes to NRS during the 2019 Legislative session
- Five-year analysis of revenues, expenses and fund balance
- Recommendations to the 911 committee that would enhance the provision of 911 services in Washoe County.

Discussion, Questions?

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Agency	Annual Expense?	Payments to Other Agencies	September 23, 2021 E911 Special Committee Meeting				
			FY22	FY23	FY24	FY25	FY26
Regional	Yes	Intrado	\$ 1,345,000	\$ 1,345,000	\$ 1,345,000	\$ 1,345,000	\$ 1,345,000
Regional	Yes	Intrado geoMSAG addition FY22	\$ 30,554	\$ 22,916	\$ 22,916	\$ 22,916	\$ 22,916
Regional	No	Regional ESI Net			\$ 650,000	\$ 250,000	\$ 250,000
Regional	No	NG911 Technology Assessment	\$ 170,000				
Regional	Yes	Conference/Training Registration and Travel	\$ 60,000	\$ 65,000	\$ 70,000	\$ 75,000	\$ 80,000
Regional	Yes	MDT replacement Annual - No Cell Data	\$ 58,200		\$ 98,000	\$ 245,000	\$ 481,000
Regional	Yes	MDT Cell Data	\$ 146,000	\$ 220,000	\$ 220,000	\$ 220,000	\$ 220,000
Regional	Yes	CAD	\$ 291,862	\$ 1,313,400	\$ 1,313,400	\$ 343,000	\$ 360,000
Regional	No	CAD RFP Consultant	\$ 6,953				
Regional	No	CAD Implementation and Project Management	\$ 25,000	\$ 100,000	\$ 100,000		
Reno	yes	City of Reno GIS Salary Reimbursement	\$ 215,000	\$ 230,000	\$ 245,000	\$ 260,000	\$ 275,000
Reno	yes	City of Reno Bodycam	\$ 458,848	\$ 458,848	\$ 458,848	\$ 458,848	\$ 458,848
Reno	yes	City of Reno Fleet	\$ 227,136	\$ 227,136	\$ 227,136	\$ 227,136	\$ 227,136
Reno	no	City of Reno Harris Radio Dispatch Consoles for Public Safety Center				\$ 1,000,000	\$ 1,000,000
Reno	yes	City of Reno Fire Dept. Cell Data for Mobile Data Computers (73) 35100/year?					
Reno	maybe	City of Reno Dispatch Automatic Aid Calls Tiburon	\$ 4,000	\$ 4,000	\$ 4,000	\$ 4,000	\$ 4,000
Reno	yes	City of Reno Pro-QA Priority Dispatch - EFD Software	\$ 13,200	\$ 13,200	\$ 13,200	\$ 13,200	\$ 13,200
Reno	yes	City of Reno Pro-QA Priority Dispatch - EMD Services	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000
Reno	no	City of Reno Fire Station Alerting System	\$ 1,099,712				
Reno	yes	Reno First Due Fire Response	\$ 32,000	\$ 32,000	\$ 32,000	\$ 32,000	\$ 32,000
Reno	yes	City of Reno ProQA ESP	\$ 13,200	\$ 13,200	\$ 13,200	\$ 13,200	\$ 13,200
Sparks	no	City of Sparks Fire Station Alerting	\$ 401,785				
Sparks	yes	City of Sparks Bodycam Fiber Internet	\$ 24,000	\$ 24,000	\$ 24,000	\$ 24,000	\$ 24,000
Sparks	yes	City of Sparks GIS Salary Reimbursement	\$ 155,000	\$ 170,000	\$ 185,000	\$ 190,000	\$ 200,000
Sparks		City of Sparks Dispatch Data Lines	\$ 32,000	\$ 32,000	\$ 32,000	\$ 32,000	\$ 32,000
Sparks	yes	City of Sparks - new Axon and Fleet 5-year contract	\$ 304,000	\$ 304,000	\$ 304,000	\$ 304,000	\$ 304,000
Sparks		City of Sparks Dispatch Remote Workstation License					
Sparks	yes	City of Sparks Pro-QA Priority Dispatch - EFD (to replace earlier approval)	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000
WC	no	911 Master Plan consultant	\$ 11,559				
WC	yes	CodeRed	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000
WC	yes	Voiance	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000
WC	yes	WC ProQA	\$ 34,560	\$ 34,560	\$ 34,560	\$ 34,560	\$ 34,560
WC	yes	WCSO Bodycam Fiber Internet	\$ 81,000	\$ 81,000	\$ 81,000	\$ 81,000	\$ 81,000
WC	yes	WCSO Fleet	\$ 96,480	\$ 96,480	\$ 96,480	\$ 96,480	\$ 96,480
WC	yes	WCSO Bodycams	\$ 644,258	\$ 629,195	\$ 629,195	\$ 629,195	\$ 629,195
WC	yes	Washoe County Dispatch Carbyne c-Live Universe Solution	\$ 60,900	\$ 60,900	\$ 60,900	\$ 60,900	\$ 60,900
WC	Yes	WC GIS Salary	\$ 200,000	\$ 210,000	\$ 220,000	\$ 230,000	\$ 240,000
TMFPD	No	TMFPD Fire Station Alerting	\$ 883,928				
TMFPD	yes	TMFPD First Due Fire Response	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000
TMFPD	no	TMFPD ProQA EFD	\$ 148,244	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000
TMFPD	Yes	TMFPD Dispatch Phone + Data Lines	\$ 30,000	\$ 45,000	\$ 45,000	\$ 45,000	\$ 45,000
TMFPD	no	TMFPD Harris Dispatch Consoles	\$ 230,231				
WCSD	yes	WCSD Bodycam	\$ 33,411	\$ 33,411	\$ 33,411	\$ 33,411	\$ 33,411
		Total – all known possible expenses	\$ 7,638,021	\$ 5,845,246	\$ 6,638,246	\$ 6,349,846	\$ 6,642,846