

911 Emergency Response Advisory Committee

Minutes

Thursday, February 10, 2022

1:30 p.m.

Meeting held via teleconference

MEMBERS

Shawn McEvers, City of Sparks, Chair
Doug Campbell, City of Sparks
Jennifer Felter, Washoe County
Alexander Kukulius, Washoe County
Tracy Moore, Washoe County School District
Joseph Robinson, City of Reno
Jamie Rodriguez, Washoe County
Lisa Rose-Brown, City of Sparks
Kimberly Vine, City of Reno
Jeff Voskamp, City of Reno

MEETING AGENDA

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

The meeting was called to order at 1:32 p.m.

PRESENT

Doug Campbell	City of Sparks (Municipal Court)
Jenn Felter	Washoe County (Sheriff)
Alexander Kukulius	Washoe County (At-Large)
Robert Larson	City of Reno (Police)
Shawn McEvers	City of Sparks (At-Large)
Jamie Rodriguez	Washoe County (At-Large)
Lisa Rose-Brown	City of Sparks (Police)
Jeff Voskamp	City of Reno (At-Large)

ABSENT

Tracy Moore	Washoe County School District
Kimberly Vine	City of Reno (Municipal Court)

Keith Munro, Washoe County Deputy District Attorney, was also in attendance

2. PUBLIC COMMENTS [Non-action item] – Comment heard under this item will be limited to three (3) minutes per person and may pertain to matters both on and off the 911 Emergency Response Advisory Committee agenda.

There was no response to the call for public comment; no emails had been submitted prior to the meeting.



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3. **ELECTION OF OFFICERS** [For Possible Action]

- a. Chair (City of Reno)
- b. Vice-Chair (Washoe County)

Shawn McEvers, City of Sparks, expressed appreciation for the help and support during his Chairmanship.

Jeff Voskamp, City of Reno, nominated and moved to elect Joseph Robinson, City of Reno, as Chair; Shawn McEvers, City of Sparks, provided the second. Upon a call for a vote, the motion carried unanimously.

Jenn Felter, Washoe County, nominated and moved to elect Jamie Rodriguez, Washoe County, as Vice-Chair; Alex Kukulus, Washoe County, provided the second. Upon a call for a vote, the motion carried unanimously.

Items a and b of this agenda were reopened to ensure public comment had been called for. Jamie Rodriguez, Washoe County, repeated the nominations and move to elect Joseph Robinson, City of Reno, as Chair and herself as Vice-Chair. Shawn McEvers, City of Sparks, seconded the motion. There was no response to the call for further Committee comment or the call for public comment. Upon a call for a vote, the motion carried unanimously.

4. **APPROVAL OF NOVEMBER 18, 2021, MINUTES** [For Possible Action] – Committee members may identify any additions or corrections to the draft minutes as transcribed.

Jamie Rodriguez, Washoe County, moved to approve the November 18, 2021, meeting minutes as written; Jenn Felter, Washoe County, provided the second. There was no response to the call for Committee or public comment. Upon the call for a vote, the minutes were approved unanimously.

5. **FINANCIAL SUMMARY** [For Possible Action] – A review, discussion, and possible action to accept the Financial Summary. *Sara DeLozier, Washoe County Technology Services*

Sara DeLozier, Washoe County Technology Services, reviewed the Financial Summary, suggesting the Committee approve no more than \$600,000 in new, non-travel/training reimbursements (Items 7a, 7d, 7f, 10, 11, 14, 15). Items such as the multi-year Axon contracts that had been previously approved by the Committee had already been budgeted for. Professional Services, Training and Travel requests are budgeted separately, however, any budget for those items not used would add to the overall amount of budget authority available for other reimbursements. It was clarified that a budget augmentation would only be permitted if revenue were to dramatically exceed the planned amounts.

Jamie Rodriguez, Washoe County, moved to approve the Financial Summary. Lisa Rose-Brown, City of Sparks, provided the second. There was no response to the call for public comment. Upon the call for a vote, the motion carried unanimously.

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6. **FISCAL YEAR 2022/2023 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 Fiscal Year 2022-2023 E911 budget. *Quinn Korbolic, Washoe County Technology Services*

Quinn Korbolic, Washoe County Technology Services, reviewed his staff report providing an overview of the proposed FY23 budget of \$8,217,486 to cover known or planned expenditures. \$200,000 of that total is appropriated for spending; and \$2,500,000 for the Regional Computer Aided Dispatch system upgrade.

Jamie Rodriguez, Washoe County, moved to approve the budget as proposed. Shawn McEvers, City of Sparks, provided the second. There was no response to the call for public comment. Upon the call for a vote, the motion carried unanimously.

7. **Consent Items [For Possible Action]**

- a. **REQUEST FOR REIMBURSEMENT FOR WASHOE COUNTY DISPATCH PSAP – DISPATCH EQUIPMENT** [For Possible Action] – A review, discussion and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with the purchase of ten headsets (\$600), ten spare batteries (\$370), three wireless PTT cordless adapter base units (\$1,800), and twelve two-pack headset replacement foam earpad cushions (\$90), for a total not to exceed \$2,900. *Karinah Prevost, Washoe County Sheriff's Office*
- b. **REQUEST FOR REIMBURSEMENT FOR WASHOE COUNTY DISPATCH PSAP – IAED EMD/EPD/EPD TRAINING AND CERTIFICATION** [For Possible Action] – A review, discussion and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with International Academy of Emergency Dispatching (IAED) EMD/EPD/EPD call-taking online software training and certification or recertification for Washoe County Communications staff members for a total not to exceed \$9,000. *Karinah Prevost, Washoe County Sheriff's Office*
- c. **REQUEST FOR REIMBURSEMENT FOR WASHOE COUNTY DISPATCH PSAP – BASIC LIFE SAVING (BLS) CERTIFICATION** [For Possible Action] – A review, discussion and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with Basic Life Saving (BLS) certification for Washoe County Communications staff members for a total not to exceed \$1,300. This certification is required by the conditions of certification/recertification for IAED EMD/EPD/EPD. *Karinah Prevost, Washoe County Sheriff's Office*
- d. **REQUEST FOR REIMBURSEMENT FOR CITY OF RENO PUBLIC SAFETY DISPATCH PSAP – DISPATCH EQUIPMENT** [For Possible Action] – A review, discussion, and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with the purchase of 20 Plantronics Spare Ear Cushions (\$58.60) and 12 HW540 ENCOREPRO Convertible Mono Headsets (\$720.12), for a total cost not to exceed \$778.72. *Cody Shadle, City of Reno Dispatch*

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- e. **REQUEST FOR REIMBURSEMENT FOR CITY OF RENO PUBLIC SAFETY DISPATCH PSAP – CENTRAL SQUARE TRAINING CONFERENCE** [For Possible Action] – A review, discussion, and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with sending two attendees to the 2022 Central Square Training Conference currently scheduled for March 27-30, 2022, but subject to change, in Orlando, Florida, in an amount not to exceed \$7,060. *Cody Shadle, City of Reno Dispatch*

- f. **REQUEST FOR REIMBURSEMENT FOR CITY OF SPARKS DISPATCH PSAP – DISPATCH HEADSETS** [For Possible Action] – A review, discussion, and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with the purchase of twenty Plantronics headsets, in an amount not to exceed \$1,484. *Lisa Rose-Brown, City of Sparks*

Jamie Rodriguez, Washoe County, moved to make a recommendation to approve Consent Items 7b, 7c, and 7e. Lisa Rose-Brown, City of Sparks, provided the second. There was no response to the call for Committee comment or public comment. Upon a call for a vote, the motion carried unanimously.

Jeff Voskamp, City of Reno, moved to make a recommendation to approve Consent Items 7a, 7d, and 7f. Jamie Rodriguez, Washoe County, provided the second. There was no response to the call for Committee comment or public comment. Upon a call for a vote, the motion carried unanimously.

End of Consent Items

- 8. **911 FIVE-YEAR MASTER PLAN IMPLEMENTATION PROPOSAL** [For Possible Action] – Review and discussion of a proposal from Galena Group, Inc. to implement Five-Year Master Plan update recommendations including establishment of a PSAP tactical backup plan, conduct a NG911 readiness study, establishing a structured process for funding 911 programs and equipment including funding prioritization; and recommendations from the 2018 911 Five-Year Master Plan regarding the reporting of operational metrics; and, possible action to approve the proposal and direct staff to execute a contract with Galena Group for a cost not to exceed \$43,680. *Quinn Korbolic, Washoe County Technology Services*

Quinn Korbolic, Washoe County Technology Services, reviewed his staff report, presentation, and the consultant proposal for this item. Stu Cronan, Galena Group, shared his intention to act as an advocate in conversations with West/Intrado at the direction of the team. Members of the agency Dispatch Centers indicated they had already begun to address some of the tasks included in the proposal. Lisa Rose-Brown expressed frustration at not being included in the preliminary conversations to develop the steps for the proposal, and voiced concern with the appropriateness of this oversight Committee to dictate or determine standards outside of specific agenda items.

[Jeff Voskamp was away from the meeting 2:52-2:56 p.m.]

Jamie Rodriguez, Washoe County, spoke to the possible divide created through the inclusion of items in the Master Plan, and now that the BCC has approved the Master Plan, there is a

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responsibility to report back to them. She suggested an approach may be to redefine the tasks in the proposal to focus on non-PSAP related items, if the PSAPs felt they would be able to determine another mechanism to ensure the Committee could meet the reporting expectations.

Mr. Cronan clarified with regard to Operational Metrics, that nothing would be presented that would reflect poorly on PSAPs, or done without approval. He sees his role as more of a catalyst to gather data to better identify improvements; and that raw numbers would be a starting point for metric gathering. A possible next step discussed was for Mr. Cronan to meet with members of the PSAPs, so long as not to create a rolling quorum. Ms. Rose-Brown shared she could see the value of having help with some of the items but would like there to be a discussion to identify which would have the most value.

Lisa Rose-Brown, City of Sparks, moved to bring the item back to the 911 Committee with more details and after input from the PSAPs has been submitted. Jamie Rodriguez, Washoe County, seconded the motion. There was no response to the call for further Committee comment or public comment. Upon a call for a vote, the motion carried unanimously.

9. **REQUEST FOR REIMBURSEMENT FOR TRUCKEE MEADOWS FIRE PROTECTION DISTRICT – FIRST DUE FIRE RESPONSE SOFTWARE** [For Possible Action] – A review, discussion and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the FY22 annual cost associated with the First Due Fire Response Software that provides CAD data and routing to responding resources, pre-incident planning and high-risk occupant-related data management for a total not to exceed \$15,750. *Dale Way, Truckee Meadows Fire Protection District*

Jeff Voskamp, City of Reno, moved to make a recommendation to approve the request to reimburse the costs associated with the FY22 First Due Fire Response Software that provides CAD data and routing to responding resources, pre-incident planning and high-risk occupant-related data management for a total not to exceed \$15,750. Jamie Rodriguez, Washoe County, provided the second. There was no response to the call for Committee comment or public comment. Upon a call for a vote, the motion carried unanimously.

10. **REQUEST FOR REIMBURSEMENT FOR CITY OF SPARKS – PURVIS FIRE STATION ALERTING SYSTEM** [For Possible Action] – A review, discussion, and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with the purchase of software, hardware, installation, and extended warranty for a PURVIS Fire Station Alerting System, with a total one-time cost not to exceed \$560,000. *Scott Means, City of Sparks Fire Department*

Jamie Rodriguez, Washoe County, moved to make a recommendation to approve the request to reimburse the costs associated with the purchase of software, hardware, installation, and extended warranty for a PURVIS Fire Station Alerting System, with a total one-time cost not to exceed \$560,000. Jeff Voskamp, City of Reno, provided the second. There was no response to the call for Committee comment or public comment. Upon a call for a vote, the motion carried unanimously.

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11. **REQUEST FOR REIMBURSEMENT FOR WASHOE COUNTY DEPARTMENT OF ALTERNATIVE SENTENCING – AXON BODY WORN CAMERA CONTRACT, YEAR THREE** [For Possible Action] – A review, discussion, and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the Washoe County Department of Alternative Sentencing for the costs associated with the FY22 Axon Body Worn Camera contract, year three, not to exceed \$7,128. *Justin Roper, Washoe County Department of Alternative Sentencing*

Justin Roper, Washoe County Department of Alternative Sentencing, reviewed the request noting this was year three of the contract but the first time asking for reimbursement from the 911 Fund.

Jamie Rodriguez, Washoe County, moved to make a recommendation to approve the request to reimburse the costs associated with Alternative Sentencing's FY22 Axon Body Worn Camera contract, year three, not to exceed \$7,128. Jenn Felter, Washoe County, provided the second. There was no response to the call for Committee comment or public comment. Upon a call for a vote, the motion carried unanimously.

12. **REQUEST FOR REIMBURSEMENT FOR THE CITY OF RENO DISPATCH PSAP – NENA LOCALLY-HOSTED DISPATCH SUPERVISOR TRAINING PROGRAM** [For Possible Action] – A review, discussion, and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with a locally-hosted Dispatch Center Supervisor Program training, in an amount not to exceed \$10,000. *Cody Shadle, City of Reno*

Jamie Rodriguez, Washoe County, asked if the full amount previously approved for a similar training had been used. Cody Shadle, City of Reno Dispatch, shared the event had been well attended and all 30 seats had been filled. He added he believed occupancy could be maximized for this class as well and that if budget was a concern, there was flexibility to move this item to FY23. It was clarified that if the item was approved this fiscal year but reimbursement was not sought until FY23, the budget authority could be requested to carry from FY22 to FY23 with an open PO, however, that \$10,000 would remain unavailable to be used for something else in FY22.

Jenn Felter, Washoe County, moved to make a recommendation to approve the request to reimburse the costs associated with a locally-hosted Dispatch Center Supervisor Program training, in an amount not to exceed \$10,000. Jamie Rodriguez, Washoe County, provided the second. There was no response to the call for Committee comment or public comment. Upon a call for a vote, the motion carried unanimously.

13. **REQUEST FOR REIMBURSEMENT FOR CITY OF RENO FIRE DEPARTMENT – FIRST DUE FIRE RESPONSE SOFTWARE** [For Possible Action] – A review, discussion, and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the FY22 annual cost associated with the First Due Fire Response Software that provides CAD data and routing to responding resources, pre-incident planning and high-risk occupant-related data management for a total not to exceed \$38,000. *Jeff Voskamp, City of Reno*

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Jamie Rodriguez, Washoe County, moved to make a recommendation to approve the request to reimburse the costs associated with the First Due Fire Response Software that provides CAD data and routing to responding resources, pre-incident planning and high-risk occupant-related data management for a total not to exceed \$38,000. Jenn Felter, Washoe County, provided the second. There was no response to the call for Committee comment or public comment. Upon a call for a vote, the motion carried unanimously.

It was noted that the running total against the recommended \$600,000 maximum for new approvals was at \$572,290.72.

- 14. REQUEST FOR REIMBURSEMENT FOR CITY OF RENO FIRE DEPARTMENT – MOBILE DATA COMPUTERS [For Possible Action]** – A review, discussion, and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with the purchase of seventeen Mobile Data Computers (MDCs) for the Reno Fire Department emergency apparatus, in an amount not to exceed \$65,960. *Jeff Voskamp, City of Reno*

There was discussion of the FY22 budget availability, the impact of approving these items on the ability to approve others that may still be brought forward FY22 or FY23. It was shared that the item could be brought forward again in May to allow time to assess the remaining budget. Concern was raised with prioritization of approvals, the ability to cover these purchases for all the agencies and if those approvals would diminish the funds available for dispatch equipment and supplies. Jeff Voskamp, City of Reno, indicated they were both equally important and that he would be okay with delaying until May. He voiced frustration with the on-going challenges with this item, and the lack of prioritization of approvals. Based on the last meeting conversations, he was under the impression these items had been included in this year's budget and were appropriate to bring forward for consideration.

Shawn McEvers, City of Sparks, indicated he would like the item to be brought back in May for consideration and asked for clarification as to what items were included in the newly adopted Master Plan. Quinn Korbolic, Washoe County Technology Services, shared the MDTs and cellular expenses were included in the Master Plan, as well as the Fire Station Alerting, though some costs had come in higher than estimated. He indicated staff would continue to evaluate the budget and return to the Committee with updates.

Jeff Voskamp, City of Reno, withdrew Items 14 and 15 from the agenda. The Chair requested the items be added to the May 2022 agenda.

- 15. REQUEST FOR REIMBURSEMENT FOR CITY OF RENO FIRE DEPARTMENT – CELLULAR SERVICE FOR MOBILE DATA COMPUTERS [For Possible Action]** – A review, discussion, and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with the monthly cellular service for 73 Mobile Data Computers (MDCs) operated by the Reno Fire Department emergency apparatus, in a year-one amount not to exceed \$35,100. *Jeff Voskamp, City of Reno*

Item 15 was withdrawn.

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- 16. FRONTLINE PUBLIC SAFETY SOLUTIONS QA TRACKER SOFTWARE** [For Discussion Only] – An informational presentation and discussion of the QA Tracker web-based software, a quality assurance tracking program for managing, evaluating, and reporting performance specific to Public Safety. *Karinah Prevost, Washoe County Sheriff's Office*

Karinah Prevost, Washoe County Sheriff's Office, reviewed the item as a suggested alternative to the existing quality assurance and tracking program, Aqua which is part of Pro-QA service subscriptions. This program would provide an option for redundancy to meet NENA and NASP standards for evaluating and tracking call taking. It would also provide an opportunity to interface with the CAD system. It was estimated the full cost would be \$2,500 annually and potentially offset by cancelling the existing Aqua product. Jenn Felter, Washoe County, added the current product is specifically for EMD/EPD/EPD, while this alternative could also be used for other calls for service and therefore better analyze the full scope of calls. The item could be brought back for consideration of either FY22 or FY23 reimbursement, and if other PSAPs were also interested in considering, a quote to consider those could be requested.

- 17. REGIONAL COMPUTER AIDED-DISPATCH (CAD) SYSTEM REPLACEMENT UPDATE** [For Discussion Only] – An informational update and discussion of the Regional CAD System Replacement Project, including but not limited to discussion of CAD and Records Management System governance. *Quinn Korbolic, Washoe County Technology Services*

Quinn Korbolic, Washoe County Technology Services, shared the initial vendor demonstrations have been completed and scoring compiled for those as well as the functional and proposal requirements. Next, site visits will be scheduled over the next two months with a goal of moving forward with vendor selection and contract negotiations before the end of the fiscal year.

- 18. 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 for March 17, 2022, 1:30 p.m.

- Committee and/or staff discussion to improve process and clarity of budget and agenda requests
- City of Reno Public Safety Center – Dispatch Infrastructure Funding Overview

- 19. PUBLIC COMMENT** [Non-action item] – Comment heard under this item will be limited to three (3) minutes per person and may pertain to matters both on and off the 911 Emergency Response Advisory Committee agenda.

There was no response to the call for public comment.

- 20. ADJOURNMENT** [Non-action item]

The meeting adjourned at 3:52 p.m.