



WASHOE COUNTY

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STAFF REPORT

COMMITTEE MEETING DATE: *May 19, 2022*

DATE: Monday, May 16, 2022

TO: 911 Emergency Response Advisory Committee

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

THROUGH: Behzad Zamanian, CIO Washoe County Technology Services

SUBJECT: A review and discussion of a proposal from Galena Group, Inc. to implement Five-Year Master Plan update recommendations including establishment of PSAP tactical backup strategies, assessment of NG911 readiness and current upgrades, establishing a structured process for funding 911 programs and equipment including funding prioritization; and develop a process and format to track and report PSAP metrics to the committee; and, possible action to approve the proposal and direct staff to execute a contract with Galena Group for a cost not to exceed [\$46,375].

SUMMARY

The E911 Master Plan approved by the Washoe County Board of County Commissioners in December 2021, contained several recommendations that, if implemented, will contribute to improved provision of 911 services, 911 fund management, reporting, and 911 technology advancement.

To implement the Master Plan recommendations, staff recommends approval of the proposal from Galena Group, Inc. to provide staff augmentation services specifically to implement the Master Plan Recommendations. The Galena Group proposal specifies four tasks: 1) Develop a process and format with PSAP Management to track and report PSAP metrics to the committee, 2) Establish a structured process for purchase authorization and develop funding priorities, 3) provide assessment of NG9-1-1 readiness and present status of current upgrades, 4) Develop tactical and prepare for long-term PSAP backup strategies. The full statement of work is attached.

Galena Group's Staff Augmentation proposal has a twelve-month timeline and a cost not to exceed \$46,375.

PREVIOUS ACTION

On December 14, 2021 the Board of County Commissioners approved and adopted the Washoe County Regional 911 Master Plan Update as recommended by the 911 Emergency Response Advisory Committee on September 28, 2021.

On October 28, 2021, the Emergency Response Advisory Committee approved the Washoe County Regional 911 Master Plan Update and recommended that the Board of County Commissioners approve and adopt Regional 911 Master Plan Update.

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 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 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.

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

The Enhanced 911 Fund (208) has sufficient budget authority in the FY23 budget to cover the expenses of the Galena Group Inc. contract [\$46,375], if approved by the Emergency Response Advisory Committee.

RECOMMENDATION

Staff recommends that the 911 Emergency Response Advisory Committee approve the proposal and statement of work from Galena Group, Inc. to provide staff augmentation services to implement the Washoe County Regional 911 Master Plan recommendations for a cost not to exceed [\$43,680].

POSSIBLE MOTION

Should the Committee agree with staff's recommendation a possible motion would be: "Approve the proposal and statement of work from Galena Group, Inc. to provide staff augmentation services to implement the Washoe County Regional 911 Master Plan recommendations for a cost not to exceed [\$43,680]."



Galena Group, Inc.
Information Technology / Communications & Management Consulting
9190 Double Diamond Pkwy Reno, NV 89521

Tel: 775 852.4545
Fax: 775 852.4002
www.GalenaGroup.com

May 5, 2022

Quinn Korbolic,
IT Manager, Regional Services
Washoe County, Nevada Technology Services
1001 E. Ninth St.
Reno, NV 89512

Dear Mr. Korbolic,

We appreciate the opportunity to provide the following proposal to assist Washoe County (County) and the Washoe County E9-1-1 Emergency Response Advisory Committee (Committee) with implementation of the 9-1-1, 5-year Master Plan (Plan). This proposal, originally presented in January of 2021, was updated based on direct conversations with the management of the 3 primary Public Safety Answering Points (PSAPs) in Washoe County. Our assistance, in the form of staff augmentation, would focus on the implementation of specific recommendations listed below, and as presented in the 2018 and the 2021, 9-1-1 Plans.

Galena Group, Inc. (GGI) personnel have a history of working for the County and the Committee since the Committee's formation. Additionally, our recent and current emergency dispatch projects nationwide, places us in a position to provide additional value. This letter outlines the principal activities and responsibilities for GGI to provide 5-Year Master Plan implementation support for the following:

- **Develop a Process and Format with PSAP Management to Track and Report PSAP Metrics to the Committee**
- **Establish a Structured Process for Purchase Authorization and Develop Funding Priorities**
- **Provide Assessment of NG9-1-1 Readiness and Present Status of Current Upgrades**
- **Develop Tactical (Current Design) and Prepare for Long-Term (Future) PSAP Backup Strategies**

The following describes the background and tasks detailing our approach in providing staff augmentation for implementation of recommendations identified in the recent Washoe County 9-1-1 Five-Year Master Plans.

Background

Beginning in 2006, the Washoe County E9-1-1 Emergency Response Advisory Committee engaged Matrix Consulting Group to develop a 5-year Master Plan. The Master Plan is required for compliance with the Nevada Revised Statutes to allow for the collection of a 9-1-1 surcharge. At that time, Galena Group, Inc. acted as the Committee's staff and advocate in selecting the consulting firm to develop the Plan, as well as assisting with overall scheduling and coordination.

In 2012, and 2017, the Committee engaged the Galena Group, Inc. to update the original 9-1-1 Plan. In 2021, the Committee contracted Federal Engineering to develop the latest 9-1-1 Master Plan Update.

Galena Group, Inc. previously provided services to the 9-1-1 Committee as outsourced staff. Due to our experience assisting the Committee and each of the PSAPs, we are familiar with the region's facilities, technologies, and issues.

Since the development of the original Plan in 2006, the 9-1-1, Public Safety Answering Points (PSAPs) in Washoe County have made significant strides toward many of the technological, operational, funding goals, and recommendations. The recommendations identified in the 2018 and 2021 Master Plans require committed effort to complete. However, there is no dedicated staff to assist in coordinating or implementing the recommendations. At the November 2021 Committee meeting, Washoe County Technical Services presented the need for "staff augmentation" to assist with completing some of the previous and current Plan recommendations.

Presented below are 5-Year Master Plan recommendations that require dedicated effort. We explain the tasks to be performed and the anticipated outcome of that effort.

5-Year Master Plan Recommendations, Implementation Assistance

The following task plan outlines the assistance and the deliverables which we will produce.

Task 1 | **Develop a Process and Format with PSAP Management to Track and Report PSAP Metrics to the Committee**

The 2018, 5-year Master Plan stated:

"The purpose of performance measurement is to impart key information to assist in managing and decision-making. ...periodic performance management reports from the three PSAPs should demonstrate a link between dispatch operations and the various technologies and programs funded by the Committee. "

We also note: *“Although the Committee has no operational purview over the three PSAPs, effective performance management information should be expected from the three PSAPs to demonstrate the need for E911 funds to enhance services.”*

Our approach in meeting this recommendation is to develop a consolidated PSAP reporting format. The information should include information that demonstrates current workload in call handling, dispatching, and deploying appropriate resources and responses to emergency incidents. The information should be readily obtainable to minimize any impact upon PSAP staff or management.

We will work with the PSAPs to ensure the consensus of management. The reporting may also be used to help inform the Committee members as to regional PSAP workload trends and possible future needs. Since the primary PSAPs use the same CAD, 9-1-1 call taking and radio systems, a consolidated format should not be a significant issue.

Responsibilities under this task include:

- Develop a consolidated reporting format that may include information such as:
 - Call totals (9-1-1, emergency, nonemergency)
 - Radio traffic stats (number of “Push to Talks” (PTT), airtime by discipline,
 - Available CAD or other data and the application of technology.
- Review and gain concurrence with PSAP management for reporting metrics, data sources, timing, and format of the 9-1-1 Committee presentations.
- Inform the 9-1-1 Committee of the meaning of the presented information and possible relationship in funding of various 9-1-1 technologies.

Task Result

Establish a defined process and consolidated format to report specific Emergency Dispatch metrics to the Washoe County E9-1-1 Emergency Response Advisory Committee. The format and content of the information to be presented will be reviewed and endorsed by primary PSAP management. The report will be presented to the Committee once per quarter year. The Committee will be provided a presentation and document outlining the definition and significance of the data as provided in the reports.

Task 2 | Establish a Structured Process for Purchase Authorization and Develop Funding Priorities

We note that this task is meant to assist but not limit the Committee in the funding process. Specific approval of surcharge fund use is under the purview of the Committee. The processes and priorities developed under this task are only to provide guidance for the Committee.

This task combines related recommendations from the 2021 and previous 5-year master plans. The 2021, 5-Year Master Plan recommends:

“...Washoe County establish a structured process for the funding of 9-1-1 programs and equipment.”

Section 3.3.9, “Recommendations” in the 2021 Plan, further defines this recommendation. Additionally, the recommendation to *“Update list of funding priorities annually”* was presented in the 2013 Plan and reaffirmed in the 2018 Plan. The original list of funding priorities was presented in the 2013 5-year Master Plan Update. At that time, there was competition between acceptable* (allowable) requests due to limited funding. The goal was to have the Committee prioritize acceptable funding requests to assist in the decision-making process.

**The words “acceptable”, “allowable”, and “fundable” are used interchangeably*

At the November 18th, 2021, Committee meeting a staff report titled: *“...Order of priority for 911 fund expenditures”*, was discussed. The report was presented by the IT Manager, of Washoe County Technology Services. The staff report identified the latest state legislation [NRS 244A.7645] defining the order of priority for 9-1-1 fund expenditures and noted: *“The 911 Emergency Response Advisory Committee had requested that additional prioritization of expenditures be drafted to include additional specificity and examples to what could reasonably be concluded is part of allowable expenses under NRS 244A.7645.”*

We will begin this task by reviewing and documenting the existing funding priorities as defined in the NRS and the allowable expenditures as codified in County policy and ordinance. We will also compare known Federal Communications Commission definitions of acceptable and not acceptable use of 9-1-1 surcharge funds. Once we have completed our analysis of this information we will:

- Define acceptable and not acceptable expenses under applicable County, State and Federal rules, policies, and legislation.
- Present differences between various regulations and policies.
- Categorize the current list of proposed Committee funding items into previously defined “acceptable” and “not acceptable.”
- Finalize the draft versions of the definitions, regulation analysis, and the draft of the categorized potential allowable and not allowable* items.

- Coordinate and facilitate sessions presenting the definition of acceptable and not acceptable expenses, analysis of the regulations, and gaining concurrence with a prioritization of the Committees fundable list.

Parallel with the effort above, we will work with County staff and the committee to establish a structured process for the funding of 9-1-1 programs and equipment. This will include refining, developing, and documenting:

- A *timeline* of estimated expenses to include known recurring expenses and major project funding time estimates
- Definitive funding activity rules including a formal application process
- System of managing awards including procedures to ensure projects are completed and reimbursement requests are fulfilled.

Throughout Task 2 we will consult with appropriate Committee, PSAP and agency personnel. All final products under this Task including processes, definitions, and prioritizations will be presented to the Committee for approval and implementation.

Task Result

A well-defined list of “acceptable” and “not acceptable” * expenses under the applicable County, State and Federal rules, legislation, and policies; a clear analysis of various funding legislation and policies; codified list of fundable, prioritized expenses; a funding *timeline* to include recurring expenses and major projects. A structured process for the funding of 9-1-1 programs and equipment, for the Committee’s approval.

**The words “acceptable”, “allowable”, and “fundable” are used interchangeably.*

Task 3 | Provide Assessment of NG9-1-1 Readiness and Present Status of Current Upgrades

The 2021 Plan recommends a NG9-1-1 Readiness Assessment under section 3.4.4.4 “Recommendations”:

“Prior to any procurement of a new call handling system the County should conduct a NG9-1-1 Readiness Assessment. That will provide the County with the status of PSAPs’ readiness to transition to NG9-1-1 along with recommendations on how to proceed.

The PSAP managers are presently working on upgrades to the existing NG 9-1-1 system. As a part of this task, we will attend Intrado project meetings and present the reasons for

the upgrades and their status to the Committee. Additionally, we will present information on the benefits of Next Generation 9-1-1 on a local and regional level.

Among the reasons identified for this assessment is to be certain the NG9-1-1 system is compliant with the latest NENA i3 standards and other applicable Next Generation standards. The need to seamlessly interface to a new, state-of-the-art CAD system, the age of the existing NG9-1-1 system, and the desire to take advantage of evolving technologies are all part of why it is needed to address a NG9-1-1 Readiness Assessment at this time.

We will focus on reviewing the current state of the NG9-1-1 system and provide an analysis of gaps with the latest NENA i3 standards. This gap analysis will be limited to features and functions that should be part of an i3 compliant NG 911 system. We will also investigate local, regional, and State initiatives, plans or developments toward implementing an ESInet and NGCS functionality.

We will attend Intrado Project Meetings and present the status and explanation of the upgrades to the Committee. Additional research and analysis will include a detailed review of current applicable standards, the up-to-date NG9-1-1 vendor capabilities, and may include inviting select NG9-1-1 vendors to present their existing available functionality and their stated roadmap toward future i3 compliance. These recommended presentations would be used for educational purposes. Timing and format of these presentations would be approved by the Committee and pursuant to any legal constraints.

Task Result

A Next Generation 9-1-1 Readiness Assessment and presentation addressing the status of the NG9-1-1 system and provide an analysis of meeting the latest NENA i3 standards. We will present the status of system upgrades that are now underway and present the benefits of Next Generation 9-1-1 and what it may provide locally and regionally. We will also investigate local, regional, and State initiatives, plans or developments toward implementing an ESInet and NGCS functionality.

Task 4 | Develop Tactical (Current Design) and Prepare for Long-Term (Future) PSAP Backup Strategies

Under section 3.1.1, "Recommendations," the Plan presents the recommendation: *"three PSAPs create a regional back-up plan that details the capabilities, capacities, networking/bandwidth needs, technology, and equipment needs for each of the PSAPs."*

We recently met with PSAP management and note that they are working toward a viable backup plan. Two areas of effort were suggested to help enhance the backup planning

that is underway. This work would assist in developing satisfactory tactical planning under the current fluid status of PSAP capacity and capability. We will focus on the technology inventory as applied to PSAP backup plans and what would be needed for adequate short-term planning. Based on scenarios of events that would require evacuation or relocation of the PSAPs, we will develop plans incorporating 9-1-1, radio, station and personnel alerting, and CAD functionality. It would also include immediate steps that may be taken to improve the current ability to provide a viable backup under the circumstances identified in the planning.

Furthering the current planning by PSAP management, the completed tactical planning would be a useful step towards identifying the requirements, design, cost, and implementation needs of a longer-term regional backup approach. The tactical plan is imperative to offering an immediate understanding of these needs.

We would initiate planning through interviews and facilitated sessions with the appropriate personnel including PSAP and agency management. We would examine current plans, possible scenarios, and existing capabilities. This would include known, near term PSAP upgrades, changes, and planning. We will focus on an inventory of existing and needed technology, technology infrastructure requirements, and physical suitability of the existing sites.

This would culminate with a documented set of scenarios and the required actions needed to regain the emergency dispatch function of the affected PSAP(s). It will also include a strategy to periodically exercise the activation of the backup plan, including real-time use of the facilities and technology. Again, this would be the initial strategic approach to backup planning and would likely be used in an additional step toward a more solidified long-term design. We anticipate a presentation of the results of this development process to PSAP management for review and approval. We note that PSAP management would be directly involved in the development of this process.

Task Result

A PSAP approved, tactical PSAP backup plan based upon multiple scenarios and current capabilities. The plan could also be used to identify immediate steps that may be taken to provide a viable PSAP backup under current conditions. Immediate steps may include upgrades or additions to technology, data infrastructure and facility improvements. The result will include a plan that outlines the steps to follow in the activation of the plan and include a method to adequately exercise the activation of PSAP relocation.

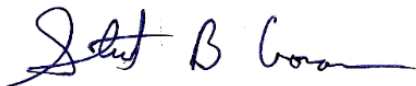
Estimated Costs and Time

Galena Group, Inc. is committed to providing quality services. Our fees are based on the level of assistance required to render superior performance. Due to our Reno, Nevada office location and continued association with the Washoe County E9-1-1 Emergency Response Advisory Committee and involved agencies, we have significantly discounted our fees to a rate of \$125 per hour. We estimate that it will take a total of **371** hours of effort over 12 months to complete the tasks outlined for this support.

Therefore, our professional fees will total \$46,375.00. Our firm is located in Washoe County, so we do not anticipate any additional expenses. Based on the effort as defined in this proposal our **project total will not exceed \$46,375.00** for fees and expenses, based upon the workplan provided.

Stuart Cronan will act as the lead for this assistance. Please let us know if you have any questions or need additional information. We look forward to working with the Washoe County E9-1-1 Emergency Response Advisory Committee on the implementation of these recommendations.

Sincerely,



Stuart B. Cronan, President
Galena Group, Inc.