

# 911 Emergency Response Advisory Committee

## Minutes

**Thursday, September 15, 2022**

**1:30 p.m.**

**Meeting held via teleconference.**

### MEMBERS

Joseph Robinson, City of Reno, Chair  
Jamie Rodriguez, Washoe County, Vice-Chair  
Doug Campbell, City of Sparks  
Jennifer Felter, Washoe County  
Chris Ketring, Washoe County  
Shawn McEvers, City of Sparks  
Lisa Rose-Brown, City of Sparks  
Cody Shadle, City of Reno  
Christopher Szabo,  
Washoe County School District  
Jeff Voskamp, City of Reno

### **AGENDA**

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

The meeting was called to order at 1:30 p.m.

#### **PRESENT**

Doug Campbell	City of Sparks (Municipal Court)
Jennifer Felter	Washoe County (Sheriff) (joined 1:36 p.m.)
Chris Ketring	Washoe County (At-Large)
Shawn McEvers	City of Sparks (At-Large)
Joseph Robinson	City of Reno (Police)
Jamie Rodriguez	Washoe County (At-Large)
Cody Shadle	City of Reno (Municipal Court)
Jeff Voskamp	City of Reno (At-Large)

#### **ABSENT**

Lisa Rose-Brown	City of Sparks (Police)
Christopher Szabo	Washoe County School District

Keith Munro, Deputy District Attorney, Washoe County Deputy District Attorney's Office, 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. **APPROVAL OF JULY 21, 2022, 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 July 21, 2022, minutes, as written. 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.

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

Quinn Korbolic, Washoe County Technology Services, shared the FY22 approval and expenditure summary as requested at a prior meeting and asked that any questioned be submitted via email or at the next meeting. No action was taken on this item.

[Jennifer Felter, Washoe County, arrived 1:36 p.m.]

5. **PRESENTATION ON TOPICS RELATED TO THE 911 MASTER PLAN** [For Discussion Only]  
A presentation by Stuart Cronan of Galena Group, Inc., on topics including but not limited to the County process related to use of 911 surcharge funds; the definition of acceptable and not acceptable expenses under applicable County, State and Federal rules, policies and legislation; funding priorities defined by legislation and code including differences between various regulations and policies; categorization and review of current, proposed, and past approved expenses as “acceptable” and “not acceptable.” *Stuart Cronan, Galena Group, Inc.*

Stuart Cronan, Galena Group, Inc., reviewed his [presentation](#) (slides 1-15) focusing on the existing process for reimbursement, State and County-set prioritizations for spending and permissible expenses, FCC conflicts and their potential impacts. He noted the County had not elected to adopt all the permissive uses allowed by State statutes. No current expenditures look to be in conflict with State or County provisions, however, the FCC has identified use of the fund for event recording devices (as permitted by the state) as a diversion of fees for non-911 public safety uses. This FCC finding could impact the ability to have representation on certain FCC committees, a loss of grant funding, and the inability to renew FCC licenses. Any changes to funding allowances, such as removing event recording devices, would require the County Code to be amended.

Cody Shadle, City of Reno, asked if any timelines for those potential impacts had been identified. Member Rodriguez shared congressional action would be required to enforce the FCC recommendations making it difficult to determine the timeline; the FCC Strikeforce did recommend the action. Mr. Cronan noted committee representation may be the exception as there are already provisions in place.

6. **REVIEW OF 911 SURCHARGE SPENDING AND REVENUE** [For Discussion Only] – A review and discussion of the current 911 Surcharge spending trajectory and revenue; discussion of possible options to mitigate any projected shortfall; and discussion on protecting necessary operational funding while meeting legal requirements defined by State and local regulation. *Stuart Cronan, Galena Group, Inc.*

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Stuart Cronan, Galena Group, Inc., reviewed his [presentation](#) (slides 16-29) providing:

- A review of the current 911 Surcharge spending trajectory and revenue;
- Possible options to mitigate any projected shortfalls; and,
- Information on protecting necessary operational funding while meeting legal requirements defined by State and local regulation.

As part of his presentation, he reviewed scenarios providing a variety of options and anticipated impacts on the fund balance. He reviewed current expenses examples and spending by category. Only the scenario increasing the surcharge to \$1.00 per line and removing event recording devices beginning in FY23 resulted in the ability to maintain a positive fund balance through FY25, with all other costs remaining stable. It was noted that when originally planned for, there was an expectation that event recording expenses would be relatively flat over a five-year period which has not been the case. He also reviewed options to mitigate the expected overruns.

## Fund Balance 911 Surcharge Shortfall\* at \$1 vs \$.85

\*Assumes Reno construction delay 1 year

\$1	
FY24-25	FY 25-26
-\$897,550	-\$3.46 Million

  

\$1.00	
FY24-25	FY 25-26
\$167,700	-\$1.33 Million

## Mitigate Overrun:

- Possibly increase surcharge to \$1
  - Impact of approx. \$1M per year
- Phase out Event Recorder funding
  - Possible NRS changes coming, to meet FCC requirements
  - County Code wording changes to allow for elimination of 911 funding for Event Recording devices

Jeff Voskamp, City of Reno, asked if any of the scenarios included potential revenue increase following an audit of providers. Mr. Cronan had not included that potential. He shared the vendors who provide that service often ask for a flat fee in advance or a percentage of the amount to be recovered based on their findings. He suggested it may be worth pursuing but could not provide a range of expected revenue that could be expected; he noted NENA or APCO may be able to provide additional information based on the experiences of other jurisdictions.

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Jamie Rodriguez, Washoe County, indicated a report had been compiled several years ago, when an audit was originally considered, that may be able to provide some insight into what range of revenue an audit may uncover.

- 7. RECOMMENDATION TO INCREASE 911 SURCHARGE TO ONE DOLLAR** [For Possible Action] – A review, discussion, and possible action to recommend that the Board of County Commissioners increase the 911 Surcharge from \$0.85 to \$1.00 per month for each customer access line to the local exchange of a telecommunications provider, from \$0.85 to \$1.00 per month for each telephone number assigned to a customer of mobile telephone service (including VoIP service), and from \$8.50 to \$10.00 per month for each customer trunk line to the local exchange of a telecommunications provider.

Jamie Rodriguez, Washoe County, indicated concern that even with an increase in the surcharge, the fund was still going to run a deficit and expressed the need and benefit from reviewing current expenditures as a means to better evaluate any needs to prioritize.

Jeff Voskamp, City of Reno, spoke to the need to fund all permissive uses and seek additional revenue as needed. He voiced concern with shorting emergency responders or dispatch in order to avoid asking for more money. If the recommendation to increase the surcharge was not successful, then the Committee could address the need to reduce spending. He stated he would prefer to be ahead of known overruns even if it may mean possibly reducing the fund in the future. Chair Robinson, Member McEvers, and Member Felter echoed Member Voskamp's sentiments and expressed appreciation for Member Rodriguez's fiscal accountability and Committee participation. Member McEvers noted concern with additional unknowns relating to Dispatch center remodels/moves, regionalization and growth, speaking in favor of addressing shortfalls sooner than later.

Cody Shadle, City of Reno, noted he may not agree with all past expenditures but does agree costs are increasing and there is a need to respond to demands for technology and features that have been newly requested, which look to support the need for the increase. Whether or not the Public Safety Center project moves forward as planned, there will be a need for infrastructural changes.

Quinn Korbolic, Washoe County Technology Services, suggested it may be prudent to delay a decision until upcoming legislative changes and the future of the Public Safety Center are known. Changes to those coupled with the increase may result in once again being up against the maximum fund balance allowed by state law.

Jeff Voskamp, City of Reno, moved to make a recommendation to the Board of County Commissioners to increase the 911 Surcharge from \$0.85 to \$1.00 per month for each customer access line to the local exchange of a telecommunications provider, from \$0.85 to \$1.00 per month for each telephone number assigned to a customer of mobile telephone service (including VoIP service), and from \$8.50 to \$10.00 per month for each customer trunk line to the local exchange of a telecommunications provider. Doug Campbell, City of Sparks, provided the second. There was no response to the call for public comment. Upon the request for a rollcall vote, the motion carried with seven in favor (Members Campbell, Felter, Ketring, McEvers, Robinson, Shadle and Voskamp), one opposed (Member Rodriguez).

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## 8. Consent Items [For Possible Action]

- a. **REQUEST FOR REIMBURSEMENT FOR CITY OF RENO DISPATCH PSAP – ENCORE PRO 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 eight Encore Pro HW540 Headsets and two Encore Pro HW710 Headsets, for an amount not to exceed \$795.92. *Cody Shadle, City of Reno*
- b. **REQUEST FOR REIMBURSEMENT FOR CITY OF RENO DISPATCH PSAP – IAED EFD CERTIFICATIONS** [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 IAED EFD Certification Courses for four newly hired Dispatch Trainees, for an amount not to exceed \$1,460. *Cody Shadle, City of Reno*
- c. **REQUEST FOR REIMBURSEMENT FOR CITY OF RENO DISPATCH PSAP – DELL DISPATCH MONITORS** [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 Dell Dispatch monitors, for an amount not to exceed \$1,950. *Cody Shadle, City of Reno*
- d. **REQUEST FOR REIMBURSEMENT FOR WASHOE COUNTY SHERIFF'S OFFICE COMMUNICATIONS CENTER (PSAP) – EMD/EPD/EFD QUALITY ASSURANCE TRAINING AND CERTIFICATIONS** [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 Sheriff's Office for the costs associated with International Academy of Emergency Dispatching (IAED) EMD/EPD/EFD Quality Assurance online software training and certification for one FTO Coordinator, for an amount not to exceed \$1,650. *Joanna Jenkins, Washoe County Sheriff's Office*
- e. **REQUEST FOR REIMBURSEMENT FOR WASHOE COUNTY SHERIFF'S OFFICE COMMUNICATIONS CENTER (PSAP) – IAED EMD/EPD/EFD TRAINING AND CERTIFICATION/RECERTIFICATIONS** [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 Sheriff's Office for the costs associated with the purchase of International Academy of Emergency Dispatching (IAED) EMD/EPD/EFD call taking online software training and certification/recertification for Washoe County Communications staff members, for a total amount not to exceed \$1,240. *Heather Meredith, Washoe County Sheriff's Office*
- f. **REQUEST FOR REIMBURSEMENT FOR WASHOE COUNTY SHERIFF'S OFFICE COMMUNICATIONS CENTER (PSAP) – HEADSETS, EAR PADS, ADAPTER BASE UNITS** [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 Sheriff's Office for the costs associated with the purchase of ten headsets, ten pairs of headset ear pads, and three wireless PTT cordless adapter base units, for an amount not to exceed \$2,055. *Heather Meredith, Washoe County Sheriff's Office*

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- g. REQUEST FOR REIMBURSEMENT FOR WASHOE COUNTY SHERIFF'S OFFICE – AXON SWAT KITS** [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 Axon Flex 2 Tactical SWAT kits with ARC Rails to replace broken rails, wires, and amounts used to connect Body Worn Cameras to ballistic helmets used by SWAT during tactical operations, for an amount not to exceed \$680. *Brandon Zirkle, Washoe County Sheriff's Office*

Jamie Rodriguez, Washoe County, moved to make a recommendation to approve Consent Items 8a-8g. Cody Shadle, City of Reno, provided the second. There was no response to the call for public comment. Upon the call for a vote, the motion carried unanimously.

## End of Consent Items

### Items Anticipated in FY23 Budget Projections

- 9. REQUEST FOR REIMBURSEMENT FOR WASHOE COUNTY SHERIFF'S OFFICE COMMUNICATIONS CENTER (PSAP) – EMERGENCY SERVICE PLAN (ESP)** [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 International Academy of Emergency Dispatching - Emergency Service Plan (ESP) Platinum Package, which maintains licensing, updates, and customer support of Police, Fire, and Medical call taking software, for an amount not to exceed \$34,560. *Jenn Felter, Washoe County*

Jamie Rodriguez, Washoe County, moved to make a recommendation to approve the request to reimburse the costs associated with the purchase of International Academy of Emergency Dispatching - Emergency Service Plan (ESP) Platinum Package, which maintains licensing, updates, and customer support of Police, Fire, and Medical call taking software, for an amount not to exceed \$34,560. 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.

- 10. REQUEST FOR REIMBURSEMENT FOR WASHOE COUNTY SHERIFF'S OFFICE COMMUNICATIONS CENTER (PSAP) – CARBYNE – YEAR TWO** [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 year two of the Carbyne 911 [NG-911 Solution], for an amount not to exceed \$60,900. *Jenn Felter, Washoe County*

Cody Shadle, City of Reno, moved to make a recommendation to approve the request to reimburse the costs associated with Washoe County Sheriff's Office's year two of the Carbyne 911 [NG-911 Solution], for an amount not to exceed \$60,900. Jamie Rodriguez, Washoe County, provided the second. There was no response to the call for public comment. Upon the call for a vote, the motion carried unanimously.

## End of Items Anticipated in FY23 Budget Projections



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11. **REQUEST FOR REIMBURSEMENT FOR WASHOE COUNTY SHERIFF'S OFFICE COMMUNICATIONS CENTER (PSAP) – DISPATCH RADIOS** [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 two Portable Harris XL-200P and one XL-185P Dispatch back-up radios and accessories to function as immediate radio back-up during outages with the Harris system where HTs (handi-talkies) provide instant connectivity for Washoe County Communications to operate at their consoles during outages and also provide instant connection when connectivity of the Harris Consoles are down in the Center or while abandoning the Center. In addition, the purchase of accessories to bolster the clarity (antenna) of the HT, provide one location to charge HTs, and give each HT the ability to be hands free and clipped to one's person when moving about, for an amount not to exceed \$8,600. *Jenn Felter, Washoe County Sheriff's Office*

Cody Shadle, City of Reno, moved to make a recommendation to approve the request to reimburse the costs associated with the purchase of two Portable Harris XL-200P and one XL-185P Dispatch back-up radios and accessories to function as immediate radio back-up during outages with the Harris system where HTs (handi-talkies) provide instant connectivity for Washoe County Communications to operate at their consoles during outages and also provide instant connection when connectivity of the Harris Consoles are down in the Center or while abandoning the Center. In addition, the purchase of accessories to bolster the clarity (antenna) of the HT, provide one location to charge HTs, and give each HT the ability to be hands free and clipped to one's person when moving about, for an amount not to exceed \$8,600. Chris Ketrang, Washoe County, provided the second. There was no response to the call for public comment. Upon the call for a vote, the motion carried unanimously.

12. **REQUEST FOR REIMBURSEMENT FOR CITY OF RENO DISPATCH PSAP – ProQA-PRIORITY DISPATCH SOFTWARE LICENSING** [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 five additional licenses for Emergency Fire Dispatching, for an amount not to exceed \$27,500 [will have a reoccurring annual expense associated]. *Cody Shadle, City of Reno*

Jenn Felter, Washoe County, moved to make a recommendation to approve the request to reimburse the costs associated with the purchase of five additional licenses for Emergency Fire Dispatching, for an amount not to exceed \$27,500. Jeff Voskamp, City of Reno, provided the second. There was no response to the call for public comment. Upon the call for a vote, the motion carried unanimously.

13. **REQUEST FOR REIMBURSEMENT FOR CITY OF RENO DISPATCH PSAP – ProQA PRIORITY DISPATCH EMERGENCY MEDICAL DISPATCH (EMD)** [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 ProQA Priority Dispatch Medical Software licensing, training, quality assurance, support and accreditation with implementing Emergency Medical Dispatch (EMD) services, for an amount not to exceed \$188,051 [will have a reoccurring annual expense associated]. *Cody Shadle, City of Reno*

Cody Shadle, City of Reno, shared this request was previously brought to the Committee in May 2020 and funding had been held until June 2022. In the last few months focus on regionalization

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and numerous outages and system failures have brought to the forefront the need to pursue training equal to the other agencies to provide coverage and for continuity of operations.

Joe Robinson, City of Reno, moved to make a recommendation to approve the request to reimburse the costs associated with the purchase of ProQA Priority Dispatch Medical Software licensing, training, quality assurance, support and accreditation with implementing Emergency Medical Dispatch (EMD) services, for an amount not to exceed \$188,051. Jeff Voskamp, City of Reno, provided the second. There was no response to the call for public comment. Upon the call for a vote, the motion carried unanimously.

- 14. 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 Korbulic, Washoe County Technology Services*

Quinn Korbulic, Washoe County Technology Services, shared there were no significant updates. The parallel effort to discuss regionalization of 911 dispatch system and those processes has slowed down the selection of vendor and contract negotiations. Additionally, decisions around the governance of the system need to be determined prior to moving forward; those discussions are on-going.

- 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 for November 17, 2022, 1:30 p.m.

- History of past expenditures
- Audit process

- 16. 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.

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

The meeting adjourned at 2:37 p.m.

Committee website:

[http://www.washoecounty.gov/technology/board\\_committees/911\\_response/index.php](http://www.washoecounty.gov/technology/board_committees/911_response/index.php)

Approved as written in session November 17, 2022.