

Washoe County E9-1-1 Emergency Response Advisory Committee

E911 Five-Year Master Plan Implementation Update

January 19, 2023, Item #7



Galena Group, Inc.

Information Technology / Communications Consulting

E911 Five-Year Master Plan Implementation Update

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

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

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

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

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

- First recommended in the July 2007 “Emergency 911 Review and Audit Report” by Matrix Consulting Group:

“Recommendation: The Committee should require performance management information from PSAPs to augment requests for E911 funding for various projects and initiatives. This will help ensure the Committee has sufficient operational information to place decision making in an appropriate fiduciary context.”

- Restated in the 2013 & 2018 Five Year Master Plans:

“...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.

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

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

Met with PSAP Managers, favored a combined report:

- Call totals (9-1-1, emergency, nonemergency)
- Incidents presented by Fire, Medical, Law as quantity and priority
- 9-1-1 average call answer times
- Radio traffic stats (number of PPT, time on air by Talk Group)
- Available CAD or other data to help demonstrate operational efficiencies and the application of technology.

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

Status:

Plan to meet with PSAP managers *by* first week in February:

- Finalize process and resources needed for acquiring information
- Develop and finalize format to be presented
 - Present to 9-1-1 Committee and define meaning of the presented information and possible relationship in funding of various 9-1-1 technologies.
- **Goal is to have first presentation to Committee in March, 2023**

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

- **+90% complete: Presented, September 15th, 2022 Committee Meeting**
- Defined acceptable and not acceptable expenses under applicable County, State and Federal rules, policies, and legislation.
- Presented the differences between various regulations and policies.
- Categorized the current list of proposed Committee funding items into previously defined “acceptable” and “not acceptable.”

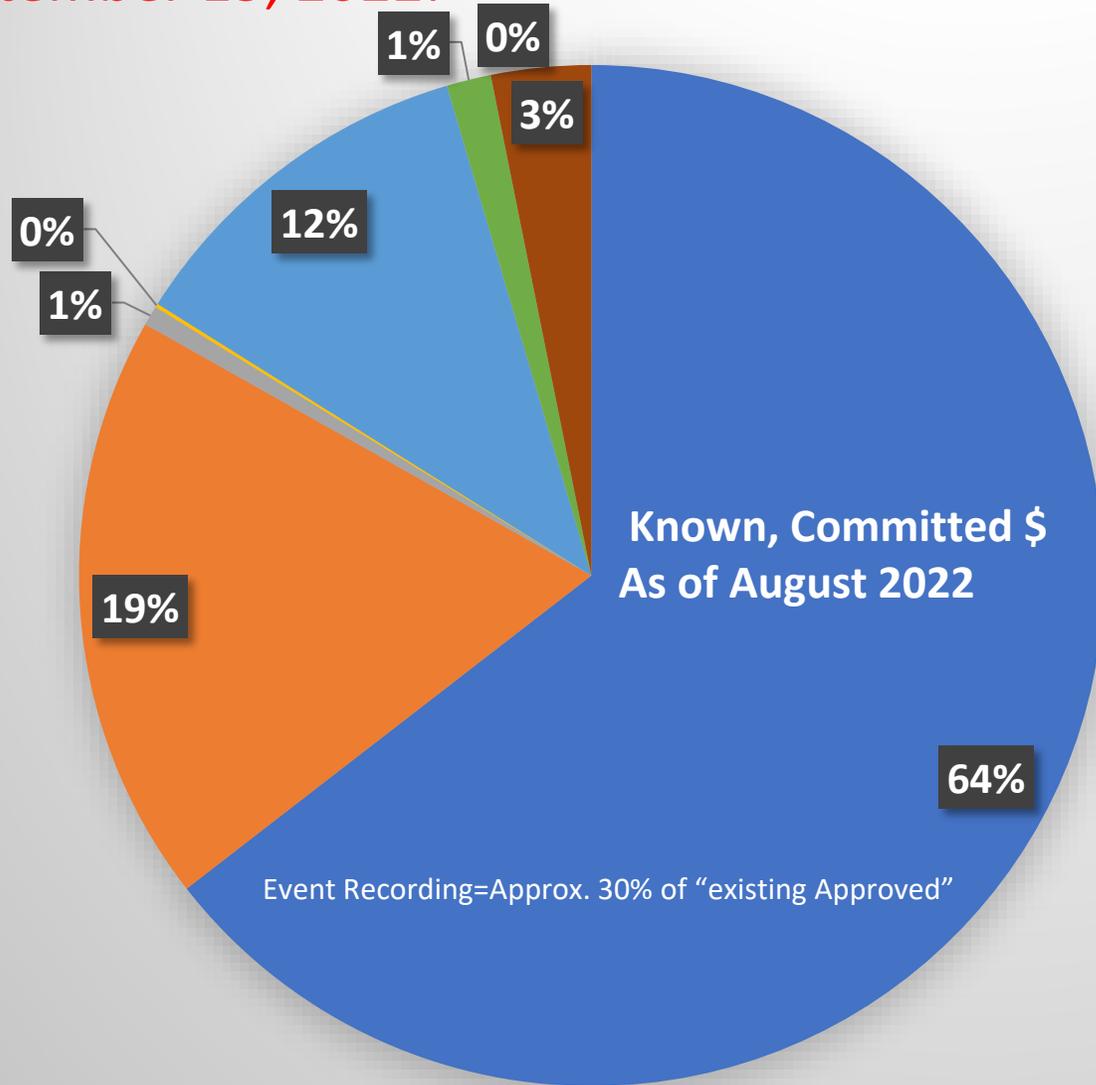
Still in progress:

- Finalize the draft versions of the definitions, regulation analysis, and the draft of the categorized potential allowable and not allowable items. (need to format and finalize the information)
- 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.

As Presented
September 15, 2022:

FY21-FY25 Known Expense by Category

January 19, 2023, E911 Committee Meeting



- Existing Approved
- CAD, Implementation, ongoing
- 911 Surcharge Audit
- 911 Master Plan Implementation
- Reno Includes Public Safety Center
- Sparks Includes Fire
- Washoe County
- Truckee Meadows Fire

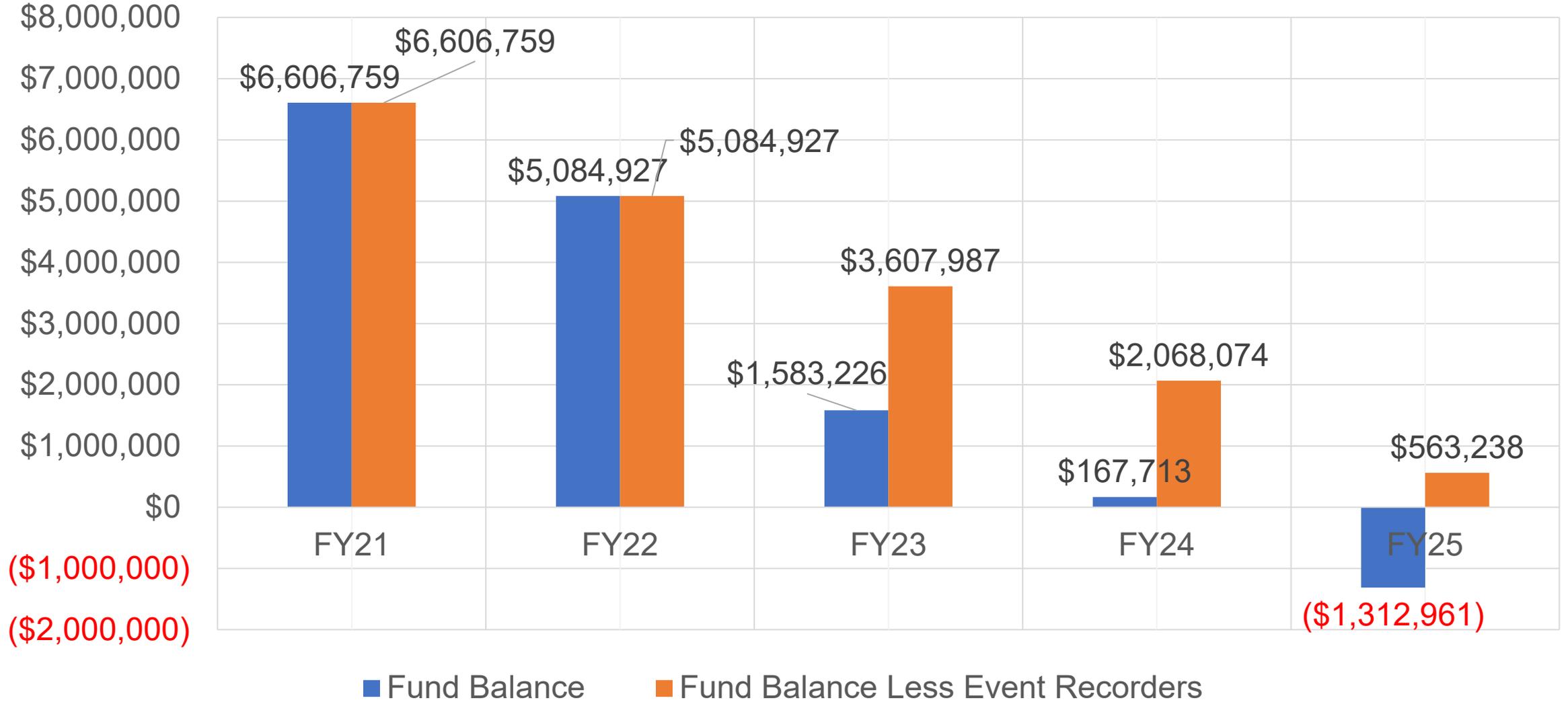
Total Expense= \$40,000,000 over 5 years
Overrun = **\$7.6 Million**
Approx. 19% Over revenue

Event Recording Equip = **\$8.8 Million** over
same period (22%)

Estimated Fund Balance With & Without Event Recorders

As Presented September 15, 2022:

@\$1.00



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

- The Assessment will include ability to handle call routing, resiliency, CAD interface capabilities, and capacity to leverage the latest in new or developing technologies. We will also investigate local, regional, and State initiatives, plans or developments toward implementing an ESInet and NGCS functionality.
- Ongoing review of NENA i3, APCO, NG911 Institute, NFPA and other standards.
- **Intrado was recently invited to provide a presentation on their product direction and how it meets i3 and other standards.**
 - Not confirmed as of today but may present / discuss their “roadmap” at the March 2023 meeting, or we may have a special meeting for that purpose.
 - Audience is anyone who would like a better understanding of the current design, and path ahead for NG911.

MAY 2023 Completion of Task 3

Standards and Best Practices Organizations*

*Based on 911.gov, National 911 program

[NG911 Standards Identification and Analysis August-2022 FINAL.pdf](#)

- 3rd Generation Partnership Project (3GPP)
- Alliance for Telecommunications Industry Solutions (ATIS)
- Association of Public-Safety Communication Officials (APCO) International
- CableLabs
- European Telecommunications Standards Institute (ETSI)
- Information Sharing Environment (ISE)
- Institute of Electrical and Electronics Engineers (IEEE)
- International Organization of Standardization (ISO)

- International Telecommunication Union (ITU)
- Internet Engineering Task Force (IETF)
- National Emergency Number Association (NENA)
- National Fire Protection Association (NFPA)
- National Information Exchange Model (NIEM)
- Open Geospatial Consortium (OGC®)
- Society of Cable Telecommunications Engineers (SCTE)

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

- Task was paused due to:
 - Governance and CAD talks that were underway
 - Direction Reno PSAP is taking
 - Restarted task – focus on tactical plan
- Restarted task activity with current PSAP configuration as basis of tactical plan and possible approaches to meeting current operational needs
- Outcome directly affects approach to the tactical and long-range back-up strategies
- **Estimate June 1 completion**

Recent And Ongoing FCC Activity Related to 911

- [eCFR :: 47 CFR 9.23 -- Designation of acceptable obligations or expenditures for purposes of the Consolidated Appropriations Act, 2021, Division FF, Title IX, section 902\(c\)\(1\)\(C\).](#)
-Up to date as of 1/12/2023. Title 47 was last amended 1/11/2023

§ 9.23 Designation of acceptable obligations or expenditures for purposes of the Consolidated Appropriations Act, 2021, Division FF, Title IX, section 902(c)(1)(C).

Section includes:

- **Acceptable** purposes and functions for the obligation or expenditure of 911 fees or charges for purposes of section 902 are limited to:
- **Examples of acceptable purposes and functions include**, but are not limited to, the following, provided that the State or taxing jurisdiction can adequately document that it has obligated or spent the fees or charges in question for these purposes and functions...
- **Examples of purposes and functions that are not acceptable for the obligation or expenditure of 911 fees** or charges for purposes of section 902 include, but are not limited to, the following...
 - ...Equipment or infrastructure for law enforcement, firefighters, and other public safety/first responder entities that does not directly support providing 911 services.
- **Participation Requirement for the Annual 911 Fee Report**

FCC: Annual Collection of Information

“Related to the Collection and Use of 911 and E911 Fees by States and Other Jurisdictions”

- Example used: *Fourteenth 911 Annual Fee Report, Response For Calendar Year 2021*
- 21 pages
- **Estimated time per response: 10-55 hours (FCC Estimate)**
- **Appears that Washoe County, City of Sparks, and City of Reno all provide this form**

B. Overview of State or Jurisdiction 911 System

- “B4. Please provide the total number of 911 voice calls that your state or jurisdiction received during the period January 1, 2021 to December 31, 2021.”
- “C. Description of Authority Enabling Establishment of 911/E911 Funding Mechanisms”

FCC: Annual Collection of Information

Information Collection Form **Headings:**

B. Overview of State or Jurisdiction 911 System

B4. Please provide the total number of 911 voice calls that your state or jurisdiction received...

C. Description of Authority Enabling Establishment of 911/E911 Funding Mechanisms

D. Description of State or Jurisdictional Authority That Determines How 911/E911 Fees are spent

E. Description of Uses of Collected 911/E911 Fees

F. Description of 911/E911 Fees Collected

G. Description of Diversion or Transfer of 911/E911 Fees for Other Uses

H. Oversight and Auditing of Collection and Use of 911/E911 Fees

I. Description of Next Generation 911 Services and Expenditures

J. Cybersecurity Expenditures

K. Measuring Effective Utilization of 911/E911 Fees

Participation Requirement for the Annual 911 Fee Report

- *“We have estimated that your response to this collection of information will take an average of **10 to 55 hours**. (x3!)*
- *Our estimate includes the time to read the instructions, look through existing records, gather and maintain required data, and actually complete and review the form or response. If you have any comments on this estimate, or on how we can improve the collection and reduce the burden it causes you, please write the Federal Communications Commission, Office of Managing Director...”*

FCC PROPOSES RULES TO IMPROVE ROUTING OF WIRELESS 911 CALLS AND TEXTS

Action Would Support Faster Emergency Response

“...Based on these findings, the Commission today adopted a Notice of Proposed Rulemaking that would require wireless providers and certain text providers to:

- Deploy technology that supports location-based routing on their Internet Protocol (IP)-based networks (i.e., 4G, LTE, 5G, and future generations of IP networks);
- Use location-based routing to route all 911 voice calls and texts originating on their Ip based networks when caller location information meets certain requirements for accuracy and timeliness;
- Use best available location information (which could be longitude/latitude of the cell tower) to route these 911 voice calls and texts when caller location information does not meet the proposed requirements; and
- Deliver 911 calls, texts, and associated routing information in IP format upon the request of 911 authorities who have the capability to accept it.”

[FCC Proposes Rules to Improve Routing of Wireless 911 Calls and Texts | Federal Communications Commission](#)

State Legislative Changes Regarding 911 Surcharge:

As of 1/3/2023 - 911 related BDRs were not found

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