

# Washoe County E9-1-1 Emergency Response Advisory Committee

## E911 Five-Year Master Plan Implementation Update

March 19, 2023



**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

## Presented at January Meeting:

- Provided a status of the E911 Five-Year Master Plan Implementation Update
- Under Task 2 *“Establish a Structured Process for Purchase Authorization and Develop Funding Priorities”* - discussed current Fund Balance issues
- Recent and Ongoing FCC Activity Related to 911
- State Legislative Changes Regarding 911 Surcharge

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

- Acquired a document of available operational metrics and identified sources of data
- Plan to meet with PSAP managers as soon as possible
  - Finalize process and resources needed for acquiring information
  - Develop and finalize format to be presented to 911 Committee
- Present to 9-1-1 Committee and define meaning of this information and possible relationship in allowable funding of various 9-1-1 technologies.
- **Goal is to have first presentation to Committee: May meeting**

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

### Previously presented:

- Defined acceptable and not acceptable expenses under applicable 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.”

### Presently Finalizing:

- The definitions, regulation analysis, of the categorized potential allowable and not allowable items.
- **May** meeting: Present and discuss the definition of acceptable and not acceptable expenses, analysis of the regulations, and gaining concurrence with a prioritization of the Committees fundable list.

## 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.
- *Ongoing* review of NENA i3, APCO, NG911 Institute, NFPA and other standards.
- Intrado to make a presentation on product direction and how it meets i3 and other standards. --Scheduled for mid April
  - PSAP Managers and PSAP Selected personnel

**- MAY 2023 Completion of Task 3**

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

- Restarted task activity with existing 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
- Review of other regional PSAP's approach to backup (technical and operational planning)
- Planning is to meet various potential scenarios
- **Estimate June 1 completion**

# Nevada State Legislative Changes Regarding 911 Surcharge for 2023 Session:

As of 3-13-2023 - 911 related BDR or amendments- were not found

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