

Washoe County 9-1-1
Emergency Response Advisory Committee
9-1-1 Five-Year Master Plan
Implementation Update

July 20, 2023



Galena Group, Inc.

Information Technology / Communications Consulting

9-1-1 Five-Year Master Plan Implementation Update

Two remaining tasks:

- Develop a Process and Format with PSAP Management to Track and Report PSAP Metrics to the Committee
- Develop Tactical (Current Design) and Prepare for Long-Term (Future) PSAP Backup Strategies

Process and Format to Track and Report PSAP Metrics

■ Process

- Biannual request to provide data
- Acquire review and compile data on form
- Present to 9-1-1 Advisory Committee

Emergency Dispatch Operational Metrics Report

01/1/2023 – 06/30/2023 -Combined Reno/Sparks & Washoe County

July 20, 2023, E911 Committee Meeting

Telephone	Total	Average Answer Time (Seconds)	Average Call Duration (seconds)
9-1-1 Calls		*	
Wireless & Wireline	129,542		117.50
Text	3,107		*
Call Transfers	35,170		
Total Non-Emergency (Admin) & 10-digit Emergency	172,614		111.98
Outgoing Calls (Voice & Text)	71,220		
Radio			
9-1-1 Outbound Push to Talks (PTT)	*9,403,743		*
CAD			
Fire EMS (Entered & Initiated)	37,795		
LAW (Entered & Initiated)	251,141		
Other (Officer Initiated)	77,142		
Total Incidents (Entries)	*366,078		

*Under review

Will be revised and distributed

Telephone Category

- **9-1-1 Calls** = Total number of 9-1-1 calls in reporting period
 - Provides indication of total system traffic load (Wireless & Wireline) for direct 9-1-1 calls to primary PSAPs

- **Text**
 - Total of TEXT to 9-1-1

- **Call Transfers**
 - Total outbound (transferred) 9-1-1 calls

- **Total Non-Emergency (Admin) & 10-digit Emergency**
 - Total (all PSAPs) of non-emergency calls
 - Outgoing Calls – voice and text

Radio

- 9-1-1 Console Outbound Push to Talks (PTT)
 - Talk-Group activity summary for primary Talk Groups – 6 Months
 - Available from Washoe County Regional Communication System
 - Outbound does not include receive “listening” time.
 - 9,403,743 PTTs for 8 Talk Groups – needs review – Will update and provide that information when available.

Computer Aided Dispatch (CAD)

- Each is a “category” in CAD that may be combined and reported:
 - Fire/EMS
 - LAW
 - Other
 - Includes entries that do not fall into Fire/EMS or Law - such as Public Works, Utilities, Animal Control-

- Total number of CAD Incidents
 - Total of all CAD incidents for Washoe, Reno & Sparks PSAPs during reporting period.

Process and Format to Track and Report PSAP Metrics

Meaning of Reported Information & Allowable Funding Of Various 9-1-1 Technologies:

- Information indicates traffic and workload trends
 - *Examples of Use by PSAP Management:*
 - Impact of location-based routing
 - Backup location bandwidth requirements
 - Workload analysis
- Finalize process and resources needed for acquiring combining and presenting information moving forward

**Tactical (Current Design) and Prepare for
Long-Term (Future) PSAP Backup Strategies**

Previous Approach for PSAP Back-up

■ Separate “Flee-to” location

1. Reciprocal locations – Other PSAP centers provide operational positions
 - This is the Primary backup approach
2. Standby PSAP location, fully equipped and functional
 - Expensive, separate location
 - Partially planned, never implemented

New Approach for PSAP Back-up

■ New thinking

- Product of newest available communications technology “Go to anywhere”
- No longer a need for expensive, duplicate location

Benefits:

- Very Flexible
- Greater Resiliency
- Less expensive
- Available today

New Approach for PSAP Back-up

■ Cost and Effort

- Requires continual assessment of:
 - Current technology
 - Acceptable / available locations
 - Needs and changes to communication requirements
 - Ability to connect/operate ancillary public safety applications

- Investment in communications and technology

- Assessment of potential locations (ongoing)
 - Long term availability
 - Infrastructure (bandwidth / power / security / hardened -etc.)
 - Ergonomically acceptable for medium to long term use if needed

- Ongoing planning, testing and training (this responsibility must be “owned” by someone)

Basics Needed for PSAP Backup

- Call Taking
- CAD
 - Other Applications
- Radio

Example: Intrado system



New Approach for PSAP Back-up

- Tactical PSAP backup plan in final development
 - Prepare for long-term (future) PSAP backup strategies
 - Based on present configuration

- PSAP Management developed current planning approach

- Plan to be provided directly to PSAP management for review and acceptance.
 - 85% complete
 - **Includes Critical Infrastructure and other sensitive information**

Strategy For PSAP Continuity Of Operations



**City of Reno, Washoe County
City of Sparks
Public Safety Answering Points**

Backup Strategy For PSAP Continuity Of Operations

- This Tactical Backup Plan or Continuity of Operations (COOP) Plan covers designated actions the City of Reno, Washoe County and City of Sparks, Public Safety Answering Points (PSAPs) staff members must take to ensure:
- Employee safety and;
- Establishing or reestablishing 9-1-1 communication as well as ability to communicate with Public Safety agencies for adequate response.

Backup Strategy For PSAP Continuity Of Operations

Contents:

- ACTION ITEMS
 - Evaluate Situation
- PSAP Primary Contacts
- Emergency Support Contacts
 - Technical;
 - Mutual Aid
- Backup Inventory / Location
- Backup location information
- ACTIVATION OF THE PLAN
 - Response
 - Recovery
 - Security
- Redundant/Back-up Communications Locations

Evaluating backup location, checklist includes:

<ul style="list-style-type: none">• Location<ul style="list-style-type: none">Geographical diversity from PSAPsMOU?	<ul style="list-style-type: none">• Data Infrastructure<ul style="list-style-type: none">Internet Bandwidth / ReliabilityResilient?Cell Carrier signal strength“sees” multiple sites?Multiple Cell vendors available?
<ul style="list-style-type: none">• Security<ul style="list-style-type: none">Access (24/7)Hardened?	<ul style="list-style-type: none">• Power• Backup Power & Distribution<ul style="list-style-type: none">UPS/Generator
<ul style="list-style-type: none">• Ergonomics and comfort for personnel<ul style="list-style-type: none">ParkingRoom availableHVACBreak room and restroomsKitchen?	<ul style="list-style-type: none">Radio Coverage (in building?)<ul style="list-style-type: none">“Sees” multiple radio sites?

Ongoing Continuity of Operations Tasks

- Testing & Training
- Location Reevaluation
- Technology Evaluation
- Updating plans

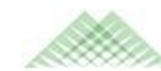
Backup Strategy For PSAP Continuity Of Operations- Status

- 85% complete
- Final version to be presented to PSAP management for review- by mid August
- Due to “Critical Infrastructure” and other sensitive information access will be managed by PSAPs
- Operational document and needs to be managed/controlled by PSAPs

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Questions / Discussion



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