



# WASHOE COUNTY

Integrity Communication Service

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## STAFF REPORT

COMMITTEE MEETING DATE: August 31, 2023

**DATE:** Friday, August 18, 2023

**TO:** 911 Emergency Response Advisory Committee

**FROM:** Quinn Korbolic, Washoe County Technology Services, IT Manager  
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**SUBJECT:** Recommendation to approve the utilization of E911 funds, not to exceed [\$390,000], for two and one-half Full-Time Equivalent (FTE) staff positions, one at Washoe County, one at the City of Reno and one-half at the City of Sparks, to support the update and maintenance of the 911 database and administration of the Computer Aided Dispatch (CAD) system; and if approved, forward such recommendation to the Board of County Commissioners.

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### SUMMARY

A review, discussion, and possible action to approve, deny, or otherwise modify a request to utilize E911 Funds, not to exceed [\$390,000], for two and one-half Full-Time Equivalent (FTE) staff positions, one at Washoe County, one at the City of Reno and one-half at the City of Sparks, to support the update and maintenance of the 911 database and administration of the Computer Aided Dispatch (CAD) system; and if approved, forward such recommendation to the Board of County Commissioners.

The Cities of Reno and Sparks, Washoe County, and REMSA (Regional Partners) are partnering to implement a new regional Computer Aided Dispatch (CAD) and Law Enforcement Records Management System (RMS). The systems will be managed jointly through a regional governance agreement and two regional boards, the CAD/RMS Executive Board, and CAD/RMS Manager's Board. In preparing for project the Regional Partners engaged with a consultant, Federal Engineering Inc., to produce an RFQ, evaluate vendor responses, and negotiate a contract with the chosen vendor. Similarly, Federal Engineering, provided recommendations on management of the CAD system after implementation. One recommendation was that two full-time System Administrators be assigned to manage the CAD system. This request is being made in accordance with Federal Engineering's recommendation with an additional 0.5 FTE position being added due to anticipated staff burden during system implementation and for ongoing system maintenance. Each System Administrator will be assigned only to work on the CAD system and will support the CAD system, globally, thereby serving each of the Regional Partners, not just Washoe County, the City of Reno, or the City of Sparks.

Nevada Revised Statutes (NRS) 244A.7645 3.A.3 authorizes the use of E911 surcharge funds for "Paying the costs for personnel and training associated with the routine maintenance and updating of the database for the system." The CAD system is a crucial

AGENDA ITEM # \_\_\_\_\_

part of the E911 system and the staff in question will play an important role in the routine maintenance and updating of the database for the system.

### **PREVIOUS ACTION**

On January 19, 2023, the 911 Emergency Response Advisory Committee approved the fiscal year 2023-2024 budget.

On November 15, 2022, the 911 Emergency Response Advisory Committee approved requests for reimbursement from the Cities of Reno [\$205,000] and Sparks [\$145,000] and Washoe County [\$214,000] to provide funding for salary and benefits to support E911 GIS Database update and maintenance services for Fiscal Year 2022-2023 for a total amount not to exceed [\$564,000].

On March 18, 2021, the 911 Emergency Response Advisory Committee approved utilization of the 911 Fund for reimbursements to the Cities of Reno and Sparks and to Washoe County for the salary and benefits of a total of four FTE positions for the update, support and maintenance of the E-911 GIS database.

On January 16, 2020, the 911 Emergency Response Committee approved utilization of the 911 Fund for Washoe County staff salary supporting E911 GIS Database update and maintenance services for Fiscal Year 2020-2021 in an amount not to exceed [\$177,418].

In previous years, salary disbursement to Washoe County for 0.5 FTE telephone technician (MSAG Coordinator) has been implicitly approved by the 911 Emergency Response Committee through the budget approval process.

For City of Reno, in fiscal year 2010/2011, 2011/1012, 2012/2013, 2013/2014, 2014/2015, 2015/2016, 2016/2017, 2017/2018, 2018/2019, and 2019/2020 the E-911 Board authorized reimbursement to the City of Reno for E-911 GIS services performed by the E-911 GIS Technician and ½ salary and benefits for one GIS Analyst. The total authorized amount in fiscal year 2011/2012 was \$140,085. The total authorized amount in fiscal year 2012/2013 was \$139,410. The total authorized amount in fiscal year 2013/2014 was \$139,410. The total authorized amount in fiscal year 2014/2015 was \$147,163. The total authorized amount in fiscal year 2015/2016 was \$147,163. The total authorized in fiscal year 2017/2018 was \$164,021.

For City of Sparks, the E911 Emergency Response Committee authorized salary reimbursement to support the update and maintenance of the GIS database in FY16 - \$79,219, FY17 - \$76,777, FY18 – 89,901.54, FY19 \$86,283, and FY20 \$103,230.

### **BACKGROUND**

NRS 244A.7645 provides that 911 surcharge funds may be used to pay for costs associated with maintenance, upgrade and replacement of equipment and software necessary for the operation of the enhanced telephone system.

NRS 244A.7645 states: “If a surcharge is imposed in a county pursuant to NRS 244A.7643, the board of county commissioners of that county shall create a special

revenue fund of the county for the deposit of the money collected pursuant to NRS 244A.7643. The money in the fund must be used only:

- (a) To pay the costs of adopting and reviewing the 5-year master plan for the enhancement of the telephone system for reporting emergencies in the county that is required pursuant to NRS 244A.7643.
- (b) With respect to the telephone system for reporting an emergency:
  - (1) In a county whose population is 45,000 or more, to enhance the telephone system for reporting an emergency, including only:
    - (I) Paying recurring and nonrecurring charges for telecommunication services necessary for the operation of the enhanced telephone system;
    - (II) Paying costs for personnel and training associated with the routine maintenance and updating of the database for the system;
    - (III) Purchasing, leasing or renting the equipment and software necessary to operate the enhanced telephone system, including, without limitation, equipment and software that identify the number or location from which a call is made; and
    - (IV) Paying costs associated with any maintenance, upgrade and replacement of equipment and software necessary for the operation of the enhanced telephone system.”

### **FISCAL IMPACT**

Total projected FY 2023-2024 salary and benefits for the two System Administrator positions is \$390,000. The Enhanced 911 Fund (208) has sufficient budget authority in the FY24 budget for the two System Administrator positions.

### **RECOMMENDATION**

Staff recommends that the committee approve the utilization of E911 funds, not to exceed [\$390,000], for two and one-half Full-Time Equivalent (FTE) staff positions, one at Washoe County, one at the City of Reno and one-half at the City of Sparks, to support the update and maintenance of the 911 database and administration of the Computer Aided Dispatch (CAD) system; and if approved, forward such recommendation to the Board of County Commissioners.

### **POSSIBLE MOTION**

If the Committee agrees with staff’s recommendation, a possible motion would be: “Motion to approve utilization of E911 funds, not to exceed [\$390,000], for two and one-half Full-Time Equivalent (FTE) staff positions, one at Washoe County, one at the City of Reno and one-half at the City of Sparks, to support the update and maintenance of the 911 database and administration of the Computer Aided Dispatch (CAD) system; and forward such recommendation to the Board of County Commissioners.”