

**From:** [Ponch](#)  
**To:** [TS - Meetings](#)  
**Subject:** Written comment — 911 Advisory Committee, Oct 22 — Items 5, 6.d, 8 and 9  
**Date:** Thursday, October 22, 2026 10:46:30 AM

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My name is Alfonso Ayala. I live in Sun Valley and I run a small technology business here in Washoe County. I wrote to the Commission in support of the Enhanced 911 reimbursements on October 13, and I'm writing to this committee for the same reason: when somebody calls 911, the system behind that call has to work every time.

On Item 5, I support adopting the 2026–2031 Master Plan — with one ask. Please carry a reconciled financial schedule forward to the Commissioners: what is cash, what is already committed, and what is forecast. A five-year plan the public can read clearly is a plan the public can trust.

On Item 8, I support the additional systems administrator. I build technology for a living, and I can tell you the location database dispatch works from does not stay accurate by itself — it stays accurate because someone maintains it, every day. When a caller is terrified, or can't speak, or doesn't know where they are, that database is the difference. Fund the person who keeps it true.

On Item 9, I support the legacy CAD support during the OnCall migration. Running the old system safely while the new one comes online is not waste — it's how you make sure there is no gap on somebody's worst day. I only ask that the migration timetable and the end of the double-system costs stay on the public record.

On consent Item 6.d, I support training our dispatchers — and I ask that the access rules for call recordings be stated just as clearly: who can reach a recording, how long it is kept, and who reviews it. Those recordings are people's worst moments. They deserve the same care as the calls themselves.

Thank you for your service to the county.

Alfonso Ayala  
Sun Valley, Washoe County