

# 911 Emergency Response Advisory Committee

## **DRAFT of Minutes**

**THURSDAY ~ NOVEMBER 20, 2014 ~ 1:30 P.M.**  
**REGIONAL EMERGENCY OPERATIONS CENTER**  
**5195 SPECTRUM BOULEVARD, RENO, NEVADA**

### **MEMBERS**

Duane Meyer, Chair  
Chris Maples, Vice-chair  
Mike Brown  
Daniel Johnson  
Aaron Kenneston  
Rob Van Diest  
Teresa Wiley

#### **1. CALL TO ORDER AND ROLL CALL [Non-action item]**

Chair Meyer called the meeting to order at 1:30 p.m. A quorum was established.

**PRESENT:** Mike Brown, Chris Maples, Duane Meyer and Rob Van Diest. Teresa Wiley joined the meeting at 1:35 p.m.

**ABSENT:** Daniel Johnson and Aaron Kenneston.

Jennifer Gustafson – Deputy District Attorney, was also present.

#### **2. PUBLIC COMMENTS [Non-action item]**

There were no public comments.

#### **3. APPROVAL OF MINUTES [For possible action] – September 18, 2014**

Member Maples noted that an agenda item identified in the September 18, 2014, meeting minutes to provide direction to staff to seek an agreement with Exacom to retain recordings for two (2) years and one (1) day as required by NRS (Nevada Revised Statutes) was not on today's agenda. Member Maples noted that other than the one discrepancy the meeting minutes are correct.

***It was moved by Member Maples, seconded by Member Brown, to approve the September 18, 2014, minutes, as submitted. The motion carried: Members Brown, Maples, Van Diest and Chair Meyer assenting; and Members Johnson, Kenneston and Wiley absent.***

#### **4. REVENUE/PAYABLES AND ENDING FUND BALANCE REPORTS [For possible action] – A review, discussion and possible action to accept the Revenue/Payables and Uncommitted Ending Fund Balance reports.**

Annette Van Der Wall – Technology Services, summarized the Revenue/Payables report noting that the surcharge through the first quarter of FY (Fiscal Year) 2014-2015 was  $\pm$ \$1,000.00 more than anticipated. Ms. Van Der Wall noted that more remittances were now coming in from VoIP (Voice over Internet Protocol) vendors. Ms. Van Der Wall then outlined the encumbered funds and noted that as of November, 2014, the ending balance had been reduced by  $\pm$ \$102,000.00.

Teresa Wiley joined the meeting at 1:35 p.m.

Hearing no public comment, Chair Meyer asked for board discussion or a motion.

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***It was moved by Member Brown, seconded by Member Maples, to accept the Revenue/Payables and Ending Fund Balance report, as presented. The motion carried: Members Brown, Maples, Van Diest, Wiley and Chair Meyer assenting; and Members Johnson and Kenneston absent.***

5. **2010-2015 TRAVEL/TRAINING EXPENSE REPORT** [For possible action] – *A review, discussion and possible action to: 1) accept the 2010-2015 Travel Training Expense Report; and 2) provide staff direction on the development of a pre-approval process for the allocation of available travel/training funding.*

Annette Van Der Wall – Technology Services, drew attention to the informational packet provided that provides a history of travel/training from 2010 through 2015. Ms. Van Der Wall explained that the fund is typically not fully expended. However, the current trend to send representatives from each of the PSAP's (Public Safety Answering Point) would deplete the travel portion. Therefore, it may be prudent to develop a preapproval process to avoid overspending or having insufficient funding. Ms. Van Der Wall outlined the registration, travel and other expenses and noted that she did not have any requests for seminar/conference attendance at this time. The intent is to provide an opportunity for all interested parties to attend the various training seminars. Ms. Van Der Wall commented that while the budget amounts may be increased in FY (Fiscal Year) 2014-2015, any transfer to the travel fund may need BCC (Board of County Commissioners) approval.

Jenn Felter – Washoe County PSAP, explained that Washoe County had not sent anyone to training due to staffing issues. Ms. Felter noted that the Navigator conference registration is paid through the maintenance agreement.

During the discussion it was explained that the practice of sending two (2) individuals from each of the primary PSAP's (Reno, Sparks and Washoe County) allowed a greater depth of training that can be shared upon return. Other discussion pointed out that the primary PSAP's do not typically provide training to each other due to staffing constraints. Other discussion focused on the previous decision to allocate funding for two (2) individuals to attend the various training sessions. It was explained that the attendees then attend various classes, seminars as well as a tour of vendor venues available at each of the conferences. At the end of the day the attendees then meet to share information and thoughts on the training to take back to their respective PSAP.

Ms. Van Der Wall then explained that she believes that the travel expenses deplete available funding rather quickly and asked for direction on how the process should be handled in the future so that all entities have an opportunity to participate in the training programs offered. Ms. Van Der Wall reiterated that she believes any transfer of funds to travel may need BCC authorization.

Member Maples suggested that perhaps the number of individuals attending training and seminars should perhaps be reduced if the budget is being overspent.

Jen Gustafson – Deputy District Attorney, opined that Ms. Van Der Wall may be correct in her assumption that the reallocation of funds would have to be approved by the BCC.

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Ms. Van Der Wall suggested that a pre-approval process would provide an opportunity to allocate funds if needed.

Ms. Felter noted that APCO (Association of Public Safety Communication Officials), NENA (National Emergency Number Association) and Navigator registration fees range from \$500.00 to \$750.00 per person. Typically, registration costs are discounted for member. Ms. Felter reiterated that Washoe County had not sent anyone to recent training opportunities due to staffing constraints.

Member Maples suggested that in the future all requests be submitted to the board for authorization and asked that the reallocation of funds be reviewed.

Ms. Van Der Wall commented that she would research and provide an update before the end of the meeting.

Chair Meyer tabled the agenda item until the end of the regular meeting.

6. **MAPSAG TRAINING REPORT** [Non-action item] – *An informational update from GIS (Geographical Information System) staff from all three (3) jurisdictions (Reno, Sparks and Washoe County) attended Intrado's MapSAG Training on September 23 - 24, 2014. This is an update on the training, the function of the MapSAG tools, and how they will integrate with Intrado's Great Migration i3 conversion project and long-term MSAG maintenance.*

Matthew Lawton - Washoe County Technology Services, Regional Services – GIS (Geographical Information System), provided an overview of the training provided by Intrado as part of the Great Migration i3 conversion project. Mr. Lawton noted that the upgrade included verification of the existing data sets for discrepancies along with the toolset to rectify and update the data. Mr. Lawton explained that the four (4) licenses are shared by the three GIS staffs (Reno, Sparks and Washoe County). It was discovered that there is a formatting difference that caused the discrepancies that will be corrected with a new report. Currently, a timeline for the transition to the Intrado GIS has not been set. Mr. Lawton will provide periodic updates on the migration to the Intrado GIS.

There were no public comments.

7. **INTRADO RECORDING CONTRACT** [For possible action] – *A review, discussion and possible action to recommend that the Washoe County Board of County Commissioners approve, deny or otherwise modify a proposed contract with Intrado, Inc. for the recording and retention of 911 emergency communications for the three (3) primary Public Safety Answering Points ("PSAPs") in an amount not to exceed \$506,800.00 [\$8,448.00 per month for 60 months].*

Jenn Felter – Washoe County, noted that the Exacom recoding system had reached its end of life and that NRS (Nevada Revised Statutes) requires that recording be maintained for two years and one day.

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Responding to Member Wiley's inquiry about whether WCSD (Washoe County School District) was still a stakeholder in the migration, Shawn Tayler – Regional Communications Coordinator, explained that he believes that WCSD had been removed from this agreement but would proceed along a parallel line.

Captain Pat Lee - Washoe County Sheriff's Office, commented that Exacom has been problematic for quite some time and that some important information on major cases had been lost. Captain Lee encouraged the board to approve the contract.

Jen Gustafson – Deputy District Attorney, commented that the contract had been reviewed by legal counsel and that the technical aspects of the document were the purview of technical staff. Ms. Gustafson noted that members of the Intrado team were available to answer questions.

Responding Member Maples' inquiry about the cost difference between the Exacom and proposed Intrado contracts, Chair Meyer pointed out that the information was in the staff report.

Annette Van Der Wall – Technology Services, explained that the cost difference was  $\pm$ \$19,000.00 annually.

Ms. Gustafson noted that the Exacom system had been in place for several years and that the equipment was already paid for. Additionally Roy Halterman – Intrado may be better able to explain the initial cost of \$385,000.00 over the first few years of the contract.

Richard Johnston – Intrado, commented that the contract is set up in a manner that pays the equipment costs over a five (5) year period. The initial costs are recouped in the first three (3) years of the contract and include a contract termination fee.

Responding to Member Brown's question about whether additional costs might be incurred with the transition, Ms. Gustafson explained that the new consoles being installed includes recordation of both telephone and radio communications.

Mr. Johnston noted that he could only give an estimate of the monthly fee being between \$4,000.00 and \$8,000.00 after the initial three (3) years of the contact.

Shawn Tayler – Regional Communications Coordinator, explained that this system provides the ability to record the EDACS (Enhanced Digital Access Communications System) and IP (Internet Protocol) Switch.

Gary Schiavo – Verint, commented that to the best of his knowledge the system will be able to record calls and communications associated with a future communications system.

Mr. Tayler concurred.

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Chair Meyer table this agenda item to allow Verint and Intrado to verify the cost estimated after year 5 of the proposed contract.

Chair Meyer reopened agenda item 5.

5. **2010-2015 TRAVEL/TRAINING EXPENSE REPORT** [For possible action] – *A review, discussion and possible action to: 1) accept the 2010-2015 Travel Training Expense Report; and 2) provide staff direction on the development of a pre-approval process for the allocation of available travel/training funding.* [Reopened]

Annette Van Der Wall – Technology Services, noted that funds could be reallocated to travel within the account with BCC (Board of County Commissioners) approval. Travel expenses listed on page 4 of the report totaled \$21,461.00 for seven (7) individuals. The current year's expenditure for four (4) individuals was \$7,328.00 or approximately \$1,832.00 per person. The remaining balance in the fund may not sustain two (2) persons per entity/per training depending on flight and hotel costs. Ms. Van Der Wall suggested that future travel/training requests come to the board for preapproval.

Jen Felter – Washoe County PSAP (Public Safety Answering Point), explained that the intent in having two (2) representatives from each of the three (3) primary PSAP's to gain a greater depth of knowledge of the education opportunities provided by the seminars and conference. Ms. Felter noted that staffing constraints precluded the attendance of representative from the Washoe County PSAP. Ms. Felter pointed out that the attendees typically network during the conference to exchange information on the classes attended. Attendees then share the information with their respective PSAP.

Member Wiley pointed out that the PSAP's do not typically have the means to provide training to each other so training is provided by the conference attendees to their respective agency.

Ms. Felter concurred with Chair Meyer's assessment that while conference attendees do provide information to their respective agency they do not provide training to all three (3) primary PSAP's.

Hearing no public comment, Chair Meyer asked for board discussion or a motion.

***It was moved by Member Maples, seconded by Member Brown, to direct that all future travel training requests come to the 911 Emergency Response Advisory Committee for approval. The motion carried: Members Brown, Maples, Van Diest, Wiley and Chair Meyer assenting; and Members Johnson and Kenneston absent.***

Chair Meyer reopened agenda item 7.

7. **INTRADO RECORDING CONTRACT** [For possible action] – *A review, discussion and possible action to recommend that the Washoe County Board of County Commissioners approve, deny or otherwise modify a proposed contract with Intrado, Inc. for the recording and retention of 911 emergency communications for the three (3) primary Public Safety Answering*

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*Points ("PSAPs") in an amount not to exceed \$506,800.00 [\$8,448.00 per month for 60 months]. [Reopened]*

Gary Schiavo – Verint, explained that the recording solution does include the IP (Internet Protocol) switch and will record both radio and telephone from the existing EDACS (Enhanced Digital Access Communications System) and IP systems with the same integrity.

Richard Johnston – Intrado, noted that he is confident that the monthly fee would be reduced to \$3,000.00 to \$4,000.00 monthly after the initial 60-months contract.

Jenn Felter – Washoe County PSAP (Public Safety Answering Point), pointed out that Intrado is less than an hour away and has been available in assisting the region when there is an issue, including the restoration of what had been a lost recording. However, Exacom has been less than effective in responding to issues.

Member Wiley concurred that Intrado had provide technical support when needed.

Dominica Yturbide – Reno ECOMM (Emergency Communications Center), agreed with Ms. Felter that Intrado had provided service when needed regardless of the time of day.

***It was moved by Member Brown, seconded by Member Wiley, to approve a proposed contract with Intrado, Inc. for the recording and retention of 911 emergency communications for the three (3) primary Public Safety Answering Points ("PSAPs") in an amount not to exceed \$506,800.00 [\$8,448.00 per month for 60 months].and recommend that the BCC (Board of County Commissioners) do the same. The motion carried: Members Brown, Maples, Van Diest, Wiley and Chair Meyer assenting; and Members Johnson and Kenneston absent.***

- 8. 911 EMERGENCY RESPONSE ADVISORY COMMITTEE MEMBER AND/OR STAFF ANNOUNCEMENTS, REQUESTS FOR INFORMATION AND SELECTION OF TOPICS FOR FUTURE AGENDAS** [Non-action item] – *No discussion among committee members will take place on this item. The next regular meeting is scheduled at 1:30 p.m., January 15, 2015.*

The January 15, 2015, meeting agenda may include, but is not limited to: 1) **ELECTION OF OFFICERS** [For possible action] - 1) *Chair*; and 2) *Vice-chair*, 2) **FISCAL YEAR 2015/2016 BUDGET** [For possible action] – *A review, discussion and possible action to recommend that the BCC (Board of County Commissioners) approve, deny or otherwise modify the proposed 2015/2016 Budget.* Annette Van Der Wall – Washoe County Technology Services; 3) **EXACOM CONTRACT FOR RECORDS MAINTENANCE** [For possible action] *A review, discussion and possible action to direct Technology Services staff to seek a contract with Exacom to maintain 911 recording for two (2) years and one (1) day in accordance with NRS (Nevada Revised Statutes) requirements; and 4) ENHANCED 911 SURCHARGE COMPARISON [Non-action item] – *An informational overview of how the Enhanced 911 Surcharge in the State of Nevada compares to other jurisdictions.* Jennifer Gustafson – Deputy District Attorney*

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## **9. PUBLIC COMMENT** [Non-action item]

There were no public comments.

## **10. ADJOURNMENT** [Non action item]

Chair Meyer adjourned the meeting at 2:28 p.m.