

# 911 Emergency Response Advisory Committee

## **MINUTES**

**THURSDAY ~ JANUARY 22, 2015 ~ 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:** Daniel Johnson, Chris Maples, Duane Meyer, Rob Van Diest and Teresa Wiley.

**ABSENT:** Michael Brown and Aaron Kenneston.

Jen Gustafson – Deputy District Attorney, was also present.

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

There were no public comments.

#### **3. ELECTION OF OFFICERS [For possible action] – 1) Chair; and 2) Vice-chair**

Chair Meyer opened nominations for Chair.

***It was moved by Member Wiley, seconded by Member Johnson, to nominate Member Maples as Chair of the 911 Emergency Response Advisory Committee.***

Member Maples accepted the nomination.

Hearing no other nominations or public comment Chair Meyer closed the nominations.

***The nomination to elect Chris Maples as Chair of the 911 Emergency Response Advisory Committee carried: Members Johnson, Maples, Van Diest, Wiley and Chair Meyer assenting; and Members Brown and Kenneston absent.***

Chair Meyer turned the meeting gavel to Chair Maples.

Chair Maples opened the nominations for Vice-chair of the 911 Emergency Response Advisory Committee.

***It was moved by Member Van Diest, seconded by Member Meyer, to nominate Daniel Johnson as Vice-chair of the 911 Emergency Response Advisory Committee.***

Member Johnson accepted the nomination.

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***The motion to nominate and elect Daniel Johnson as Vice-chair of the 911 Emergency Response Advisory Committee carried: Members Johnson, Meyer, Van Diest, Wiley and Chair Maples assenting; and Members Brown and Kenneston absent.***

#### **4. APPROVAL OF MINUTES** [For possible action] – *November 20, 2014*

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

***It was moved by Member Wiley, seconded by Member Meyer, to approve the November 20, 2014, minutes, as submitted. The motion carried: Members Johnson, Meyer, Van Diest, Wiley and Chair Maples assenting; and Members Brown and Kenneston absent.***

#### **5. 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, provided an overview of the Revenue/Payables and Ending Fund balance reports. Ms. Van Der Wall noted that the purchase order for the Intrado Recording Solution had been issued and that the funds were already encumbered. It is expected that the solution will “go live” the first week of February 2015. Ms. Van Der Wall drew attention to Washoe County’s request to attend the upcoming TUG Conference (Tiburon Users Group) and noted the need to take formal action at the March 19, 2015, meeting.

Member Wiley commented that Sparks will also be sending staff to the TUG Conference.

Ms. Van Der Wall explained that after Advisory Committee approval, staff could submit reimbursement requests provided Washoe County rules are followed for reimbursement.

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

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

#### **6. 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.*

Gary Beekman – Technology Services, outlined the proposed 2015-2016 budget drawing attention to the ProQA and increased Intrado cost for additional services. Mr. Beekman noted that Exacom had not responded to request for quote for required records maintenance of two (2) years and one (1) day. Mr. Beekman then explained that GIS (Geographical Information System) costs for the City of Reno has remained constant and that registration costs have been included in the seminar category with an increase in travel expenses from \$24,000.00 to \$40,000.00

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

During a brief discussion, it was explained that the ProQA cost as well as an estimate of costs, based on past expenditures, for Exacom had been included in the budget. As the discussion continued, it was explained that an update on any increased costs will be provided at the March 19, 2015, meeting.

***It was moved by Member Meyer, seconded by Member Wiley, to approve the 2015-2016 budget as presented with the understanding that clarification of Exacom and ProQA costs will be presented at the March 19, 2015, meeting. The motion carried: Members Johnson, Meyer, Van Diest, Wiley and Chair Maples assenting; and Members Brown and Kenneston absent.***

- 9. REQUEST FOR A FOUR (4) MONTH EXTENSION FOR EXISTING FUNDING OF A ONE-YEAR TEMPORARY GIS (Geographical Information System) INTERNSHIP POSITION FOR CITY OF SPARKS TO SUPPORT E911 GIS SERVICES** [For possible action] – *A review, discussion and possible action to approve, deny or otherwise modify a request for modifying the time frame for the one-year temporary GIS internship at the Police Department.*

Doug Campbell – City of Sparks, explained that the request is for authorization to extend the timeline to complete the work without any increase in cost.

Gary Beekman – Technology Services, pointed out that this process has inherent benefit to Reno, Sparks and Washoe County and is therefore supported.

Responding to Member Meyer's inquiry about additional staff due to Tiburon, Mr. Campbell explained that the City of Sparks is internally looking at a full time position for the public safety GIS (Geographical Information System) function.

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

***It was moved by Member Wiley, seconded by Member Meyer, to approve the request to extend the time frame for the one-year temporary GIS (Geographical Information System) internship at the Sparks Police Department until June 30, 2015. The motion carried: Members Johnson, Meyer, Van Diest, Wiley and Chair Maples assenting; and Members Brown and Kenneston absent.***

- 7. 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.*

Gary Beekman – Technology Services, explained that he has attempted to work with Exacom to secure a maintenance contract to retain recordings for the two (2) years and one (1) day to no avail.

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Clay Griffin – Washoe County PSAP (Public Safety Answering Point), commented that the cut-over to the Intrado recording solution is expected to occur February 5, 2015. Mr. Griffin stated that the Exacom contract is paid through February 12, 2015. Additionally, the Sparks PSAP recording is an outdated Intrado solution that will be “dumped” to the Washoe County long term storage. Currently staff is working with Verint to have Exacom data moved to the long term storage as well to prevent any loss of data during the cut-over. Mr. Griffin noted that there may be some licensing issues given the various providers. Mr. Griffin noted that a cost for the conversion and retention of Exacom data had not been requested since it was hoped that Exacom would respond. Mr. Griffin will secure a cost from Verint and bring to the March 19, 2015, meeting.

Suzy Rogers - City of Reno PSAP, noted that this is the first time she had heard this and noted that she had not been asked to contact Exacom. Ms. Rogers noted that she believes the recording will not disappear once the Exacom contract expires on February 12, 2015.

Annette Van Der Wall – Technology Services, commented that she would like direction on whether to move forward with a renewal of the Exacom contract which is due on February 12, 2015.

Chair Maples stated he did not believe that the contract with Exacom should be renewed.

Member Wiley commented that the maintenance of the recording could perhaps be done on a time/material basis, which may be somewhat higher than the regular maintenance contract.

Responding to Member Meyer’s inquiry about ownership of the equipment being used for the Exacom recording, Shawn Tayler – Regional Communications Coordinator, explained that it is his understanding that the equipment is owned by the PSAP’s.

***It was moved by Member Wiley, seconded by Member Johnson, to continue consideration of the Exacom Contract for Record Maintenance for two years and one (1) day and a cost of transferring the Exacom data by Verint, until the March 19, 2015 meeting. The motion carried: Members Johnson, Meyer, Van Diest, Wiley and Chair Maples assenting; and Members Brown and Kenneston absent.***

- 8. FUNDING REQUEST** [For possible action] – [For possible action] – *A discussion and possible action to approve, deny or otherwise modify a proposal to install additional fiber connectivity and supporting equipment between the 800 MHz Network Operations (NOC) Building and the Dispatch Center at Spectrum Boulevard to support new IP (Internet Protocol) consoles at a cost not to exceed \$8,000.00.*

Shawn Tayler – Regional Communications Coordinator, provided an overview of the request to install additional fiber optic between the NOC (Network Operations Center) and the dispatch center on Spectrum Boulevard (Reno, Nevada).

Member Wiley left the meeting at 1:56 p.m.

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Mr. Tayler explained that the additional cabling is needed to support the IP (Internet Protocol) base consoles and pointed out that there will be additional request in the future for similar cabling upgrades to the 911 system as consoles are replaced.

Hearing no public comment Chair Maples asked for board discussion or motion.

Responding to Member Meyer's inquiry about the necessity of the additional cabling to support and/or enhance 911 call taking, Mr. Tayler explained that this will enhance communications between the 911 call takers and field personnel and provide additional redundancy to the 911 system as well.

***It was moved by Member Meyer, seconded by Member Johnson, to approve the installation of additional fiber connectivity and supporting equipment between the 800 MHz Network Operations (NOC) Building and the Dispatch Center at Spectrum Boulevard to support new IP (Internet Protocol) consoles at a cost not to exceed \$8,000.00. The motion carried: Members Johnson, Meyer, Van Diest and Chair Maples assenting; and Members Brown, Kenneston and Wiley absent.***

- 10. REQUEST FOR REIMBURSEMENT FOR TECHNICAL RESOURCES TO SUPPORT GIS (Geographic Information System) SERVICES TO SUPPORT E-911** [For possible action] – *A review, discussion and possible action to recommend that Board of County Commissioners (BCC) approve a City of Reno (Nevada) request for reimbursement of projected Fiscal Year 2014-2015 salaries and benefits for one (1) GIS Technician – salary \$55,759.00 and benefits \$26,279.00 and one-half GIS Analyst salary \$44,5521.00 and benefits \$20,573.00 for a total reimbursement not to exceed \$147,163.00.*

Daniel Johnson – City of Reno, explained that this request is identical to the one approved for fiscal year 2014-2015 and is included in the previously approved 2015-2016 budget.

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

***It was moved by Member Meyer, seconded by Member Van Diest, to recommend that Board of County Commissioners (BCC) approve a City of Reno (Nevada) request for reimbursement of projected Fiscal Year 2014-2015 salaries and benefits for one (1) GIS Technician – salary \$55,759.00 and benefits \$26,279.00 and one-half GIS Analyst salary \$44,5521.00 and benefits \$20,573.00 for a total reimbursement not to exceed \$147,163.00. The motion carried: Members Johnson, Meyer, Van Diest, Wiley and Chair Maples assenting; and Members Brown and Kenneston absent.***

- 11. 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, provided an overview of how the State of Nevada Enhanced 911 Surcharge compares with other jurisdictions. Ms. Gustafson noted that the Enhanced 911 Surcharge can be collected either as part of the special taxing district in a county's property tax or as a telephone surcharge--which is the method used by Washoe County. Ms. Gustafson explained

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that a special taxing district must be approved through the voters and could not exceed ½-cent per \$100.00 dollars of assessed valuation. Additionally, the tax rate can only be increased with an approved ballot measure. Ms. Gustafson stated that NRS (Nevada Revised Statutes) currently caps the surcharge rate at \$0.25 per access line and mobile phone line and \$2.50 per trunk line, which is the current rate in Washoe County. Ms. Gustafson noted that Nevada's surcharge rate is tied for the second lowest surcharge rate of any state in the Country. It is Ms. Gustafson's understanding that the City of Henderson (Nevada) has initiated a BDR (Bill Draft Request) that will allow an increase in the surcharge. Ms. Gustafson suggested a future agenda item that reviews the 5-year Master Plan which is required to be reviewed and updated as needed on an annual basis.

In response to Chair Maples' inquiry about whether there are mechanisms to insure adequate revenues in the future, Annette Van Der Wall – Technology Services, explained that the fund currently has a surplus at the end of each fiscal year and is limited to not more than \$1-million as of June 30 of each fiscal year. Ms. Van Der Wall then pointed out that the 911 Emergency Response Advisory Board also receives the Revenue and Payables and Ending Fund Balance reports at each meeting. Ms. Van Der Wall emphasized that recurring costs for Intrado, travel/training and other approved expenses are embedded in the fiscal year budget that is reviewed and approved annually.

Ms. Gustafson noted that Washoe County may only submit three (3) BDR's annually and would require that all department budgets be prioritized if legislative action is needed.

- 11. 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., March 19, 2015.*

The March 19, 2015, meeting agenda may include, but is not limited to: 1) Review of the 5-year Master Plan to set priorities for the next fiscal year; 2) Travel Training for the TUG (Tiburon Users Group) conference; 3) Verint quote for transfer of Exacom data transfer; 4) Update on the Exacom Maintenance Contract; 5) Review and consideration of replacement of obsolete radios; 5) Radio Console purchase for dispatch.

- 13. PUBLIC COMMENT** [Non-action item]

There were no public comments.

- 14. ADJOURNMENT** [Non action item]

Chair Maples adjourned the meeting at 2:15 p.m.

**AS APPROVED BY THE 911 EMERGENCY RESPONSE ADVISORY COMMITTEE IN SESSION ON MARCH 19, 2015.**