



## Galena Group, Inc.

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December 29, 2016

Suzy Rogers, Chair of the Washoe County E911 Advisory Committee  
P.O. Box 1900  
Reno, Nevada 89505

Dear Ms. Rogers,

We appreciate the opportunity to assist the Washoe County E911 Advisory Committee with a 2017 update of the Washoe County Emergency 911 Master Plan.

This Proposal and Statement of Work defines the principle activities and responsibilities for Galena Group, Inc. (GGI) to develop the update.

### Background

Beginning in 2006, the Washoe County E911 Emergency Response Advisory Committee (E911 Committee) engaged a consulting firm to develop a 5-year Master Plan. The Master Plan is required for compliance with the Nevada Revised Statutes regarding the collection of the E911 surcharge, (Please see excerpt below from the 2015 Nevada Revised Statute – please note, the bolded text is our emphasis). At that time, Galena Group, Inc. acted on behalf of the E911 Committee in the selection of the consulting firm, and assisted in the development of the Plan.

*NRS 244A.7643 Surcharge: Imposition; master plan required in certain counties; amount; collection; penalties for delinquent payment...*

*...3. A board of county commissioners may not impose a surcharge pursuant to this section unless the board first adopts a 5-year master plan for the enhancement or improvement, as applicable, of the telephone system for reporting emergencies in the county. The master plan must include an estimate of the cost of the enhancement or improvement, as applicable, of the telephone system and all proposed sources of money for funding those costs. For the duration of the imposition of the surcharge, the board shall, at least annually, review and, if necessary, update the master plan.*

In 2012, the E911 Committee engaged the Galena Group, Inc. to help update the original plan. Since the development of the original Plan and the 2012 update, the Public Safety Answering Points (PSAPs) in Washoe County have made significant progress toward many of the technological, operational and governance goals.

The E911 Committee Members have continued to look toward improvements in efficiency and conduct research related to the Master Plan goals. However, five years have elapsed since the 2012 update (finalized in early 2013), and a formal revision of the Master Plan is needed. As mentioned, Galena Group, Inc. has previously provided services to the E911 Committee as outsourced staff, and is familiar with the PSAP facilities, technologies and personnel serving Washoe County, the City of Reno and the City of Sparks.

Several recent projects have kept Galena Group personnel immersed in current 911 technologies, operations and funding mechanisms. The projects included several Emergency Dispatch technology and operational assessments and studies. These engagements involved large municipalities, counties and state-wide 911 assessments. Most recently, we acted as the Project Manager for the implementation of a new law and fire/EMS Computer Aided Dispatch, Records Management (law), and mobile data system. Additionally, we again performed as the Project Manager for a state-of-the-art, Next Generation 9-1-1 system for a city of about 400,000 people. We believe this current, nation-wide experience brings a well-rounded and fresh view to the issues and questions that should be addressed in the 2017 update of the Master Plan.

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## Project Plan

At a minimum, the 2017 update of the 5-year Master Plan will include the following elements:

- Washoe County's 911 Emergency Response Advisory Committee accomplishments
- Reno, Sparks and Washoe County Public Safety Answering Point (PSAP) comparison to *newest* best practices
- Overview of current and near future 911 technologies
- Recommendations for future enhancements
- Estimated cost projections for future enhancements
- Updated 5 year goals for the 911 Committee
- Review of current funding sources
- Proposed sources of future funding
- Related legislation overview.

The list above incorporates the components needed to realistically assess the state of the County-wide emergency dispatch function, and the minimum requirements of the NRS Statutes for the 5-year plan.

To develop the 2017 updated Master Plan, the Galena Group, Inc. (GGI) will begin by meeting with the 911 Committee Members and the PSAPs to collect data related to current technologies and operations, and future requirements. GGI will review the original and 2012 updated Master Plan and any new information provided by E911 Committee Members. Additionally, GGI will again review the *current* NRS legislative requirements related to the E911 surcharge.

Using data collected from these tasks, combined with our understanding and research of the current and near future technologies, GGI will develop a complete and comprehensive 2017, 5-year Master Plan update document. This document will be presented to the E911 Committee in draft format for review and discussion prior to the final version. GGI will present the final version to the E911 Committee, and to the Board of County Commissioners if requested.

Throughout the project, GGI will provide updates at each of the E911 Committee meetings.

### ***Estimated Costs and Time***

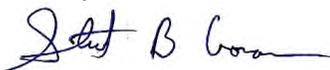
Galena Group, Inc. is committed to providing quality services for each of our engagements. Our fees are based on the level of assistance required to render superior performance. Due to our primary Reno, Nevada office location and strong, continued association with the involved agencies, we have discounted our fees to a rate of \$100 an hour. We estimate that it will take a total of 225 hours of effort to complete this project.

Thus, our professional fees will be \$22,500.00. Our firm is local to Washoe County, so we do not anticipate any additional expenses. Therefore, the **project total is not to exceed \$22,500.00** for fees and expenses, based upon the workplan provided.

Our assumption is, starting in late July, 2017 we will be able to finalize the 2017 updated Master Plan within approximately a three-month period. Stuart Cronan will act as the Lead Consultant on this important project.

We look forward to working with the Washoe County E911 Emergency Response Advisory Committee on this important project.

Sincerely,



Stuart B. Cronan  
Galena Group, Inc.

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