

**DATE:** February 21, 2019  
**TO:** 9-1-1 Emergency Response Advisory Committee  
**FROM:** Elaina Hooper, Dispatch Supervisor, City of Reno Public Safety Dispatch,  
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**THROUGH:** Jenny Hansen, Assistant Director, City of Reno Public Safety Dispatch

**SUBJECT:** FUNDING REQUEST – Four (4) WEST POWER 9-1-1 LAPTOP CALL HANDLING WORKSTATIONS FOR REGIONAL USE THROUGH THE CITY OF RENO PUBLIC SAFETY DISPATCH PSAP – A review, discussion and possible action to approve, deny or otherwise modify a request for initial purchase of four (4) West Laptop Power 9-1-1 Call Handling Workstations and an increase in annual contract expenditures of the Washoe Great Migration Service Contract for technical support and maintenance of each of the four (4) West Laptop Power 9-1-1 Call Handling Workstations. Initial Purchase of the four (4) West Laptop Power 9-1-1 Call Handling Workstations: Not to Exceed: \$ 6,360.00 and increase the annual contract expenditures of the Washoe Great Migration Service Contract for West technical support and maintenance of the four (4) Laptop Workstations: Not to Exceed an annual increase of: \$ 6,360.00.

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### **SUMMARY**

#### **FOR PRIMARY PSAP (Public Safety Answering Point) CITY OF RENO PUBLIC SAFETY DISPATCH:**

A review, discussion and possible action to approve, deny or otherwise modify a request for funding the City of Reno Public Safety Dispatch PSAP to implement the use of four (4) West Power 9-1-1 Laptop Call Handling Workstations, not to exceed initial purchase of: \$ 6,360.00.00 and increase of expenditures through the Washoe Great Migration Service Contract, not to exceed: \$ 6,360.00.00 annually.

### **NRS APPLICABLE:**

NRS 244A.7645 Provides approval of costs associated with 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, upgrade and replacement of equipment necessary for the operation of the enhanced telephone system.

### **STAKEHOLDER REVIEW(s)**

Stakeholders are the area primary Public Safety Answer Points (PSAP) – City of Reno Public Safety Dispatch, City of Sparks Emergency Communications and Washoe County Sheriff's Office Emergency Communications.

## **PREVIOUS ACTION & BACKGROUND**

No previous action.

## **BACKGROUND**

In January 2018 the City of Sparks Public Safety Dispatch PSAP experienced a critical outage of dispatching services via CAD (computer aided dispatch) during a planned server maintenance that resulted in server failure and fiber-optic disconnect. Sparks PSAP was able to move operations to the Regional Emergency Communications Center (back-up site) that houses the City of Reno and the Washoe County Sheriff's PSAPs. Sparks PSAP personnel occupied two Reno workstations and one Washoe County workstation for a period of nearly nine hours.

In an after action report and review of this incident it was revealed that the addition of four Sparks personnel resulted in a noticeable rise in room temperature. This placed existing CPU's and radio consoles in danger of overheating. Also, a noticeable rise in noise level that bordered on a working environment not conducive to clear communication of critical incidents between dispatchers, citizens and field personnel.

After this event, coupled with the gradual increase in staffing to accommodate call volume in all three PSAPs, there is a noted need to mitigate current terminal availability and center space in the event of PSAP evacuation to alternate sites. These Power 9-1-1 Laptop workstations open the possibility to staff command vehicles, administrative work spaces and even alternate sites in the event pre-determined sites are not available. Each PSAP would be able to use these laptop workstations to maintain 9-1-1- and non-emergency call taking services for their respective jurisdictional populations.

## **PRODUCT DESCRIPTION:**

### **Software VPN for remote laptop--based call handling positions**

A Laptop based Power 911 position can be used at either home PSAP or at a remote internet location. Both the home PSAP and the remote internet location have secure connectivity to the Internet.

Functionality outside the home PSAP is simple. Move the laptop to the alternate location, connect Sonic to laptop (via USB) and headset (via standard jack), power up, establish the Internet connection on the laptop, log into the Soft VPN client, login to Power 911 and use as a call handling position.



**FISCAL IMPACT**

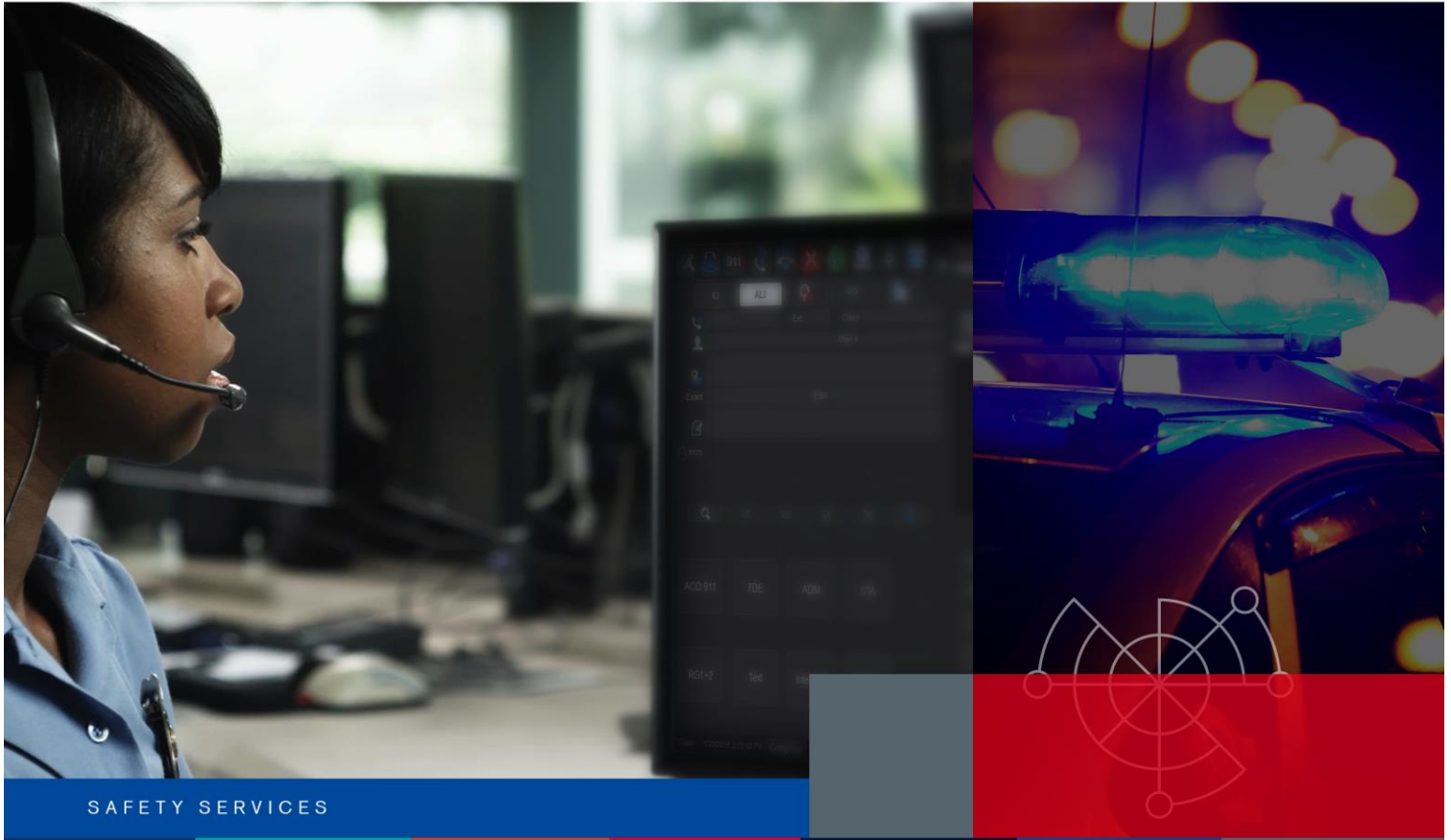
The Enhanced 9-1-1 Fund is a special revenue fund which receives revenue pursuant to NRS 244A.7643 in the form of telephone surcharges collected to support the emergency reporting system.

**RECOMMENDATION**

It is recommended that the E911 Emergency Response Advisory Committee approve the request for funding the initial purchase and subsequent increase in annual expenditures through the Washoe Great Migration Contract for on-going technical support and service for the costs associated with implementing use of the four (4) West Power 9-1-1 Laptop Call Handling Workstations, not to exceed initial purchase of: \$ 6,360.00 and increase of expenditures through the Washoe Great Migration Service Contract, not to exceed: \$ 6,360.00 annually.

**POSSIBLE MOTION**

Move to approve that the E911 Emergency Response Advisory Committee approve the request for funding the initial purchase and subsequent increase in annual expenditures through the Washoe Great Migration Contract for on-going technical support and service for the costs associated with implementing use of the four (4) West Power 9-1-1 Laptop Call Handling Workstations, not to exceed initial purchase of: \$ 6,360.00.00 and increase of expenditures through the Washoe Great Migration Service Contract, not to exceed: \$ 6,360.00.00 annually.



# City of Reno Public Safety Dispatch Additional Power9-1-1 Workstations

Price Quote

Prepared Date: 01/16/2019  
Quote Valid Through: 04/16/2019

Quote #: WASHOE-GM-RENO-20190116

## Assumptions

### Washoe County – Reno PSAP Additional Power911 Workstations

#### The following are assumptions to provide additional Call Handling positions at Reno Public Safety Dispatch:

City of Reno has requested quote to provide four (4) additional Laptop 9-1-1 call handling workstations. If the City accepts this quote, the additional workstations will be installed during a separate event that will be planned with both parties.

The City of Reno Public Safety Dispatch Department is a member of the existing Washoe County Great Migration agreement with West Safety Services. As such, pricing provided in this quote is as provided in that agreement.

It is presumed that the current 9-1-1 network provides sufficient capacity to handle the traffic burden for the additional workstations. However, if greater capacity is required, West will provide Reno with a separate quote for any required network expansion. Upon acceptance of this quote, West will perform the necessary engineering study to determine if additional network capacity will be required.

The additional workstations will be located at the same physical address as the current production systems for City of Reno.

West will be responsible for providing and arranging for onsite technician support as needed to complete installation of West provided equipment, as a component of the upcoming equipment refresh project. If any additional onsite technician support is required by the City, the City shall be responsible for providing and arranging that additional support.

The collective project teams will work cooperatively to establish a project schedule for installation of additional equipment such that interruption to Reno PSAP operations is mitigated to the extent possible.

## Additional Services and Equipment

Onsite Professional Services		
Resource	Tasks	One-Time Fees
Onsite Planning & Installation Support	N/A. All technical support is included with the Great Migration service agreement.	N/A

Hardware/Network & Recurring Service Charges	
Item	Description
P911 Call Handling Workstations	Four (4) additional Laptop Power9-1-1 workstations, including one monitor for each workstation at the monthly recurring price of \$1,590.00 per workstation.

## Project Fees

Project Fees	One-Time Fee	Monthly Recurring Price
On-Site Professional Services		N/A
4 Laptop Workstations		\$6,360.00
<b>Total</b>		<b>\$6,360.00</b>

### Pricing Notes:

- All existing MRC for West provided services will remain unchanged from original contract.
- Additional workstation pricing is provided per the Washoe Great Migration Service Order, section 4.2, paragraph (e). All workstation software, including PowerMap (or its equivalent) is included in this price.

## Contract Term

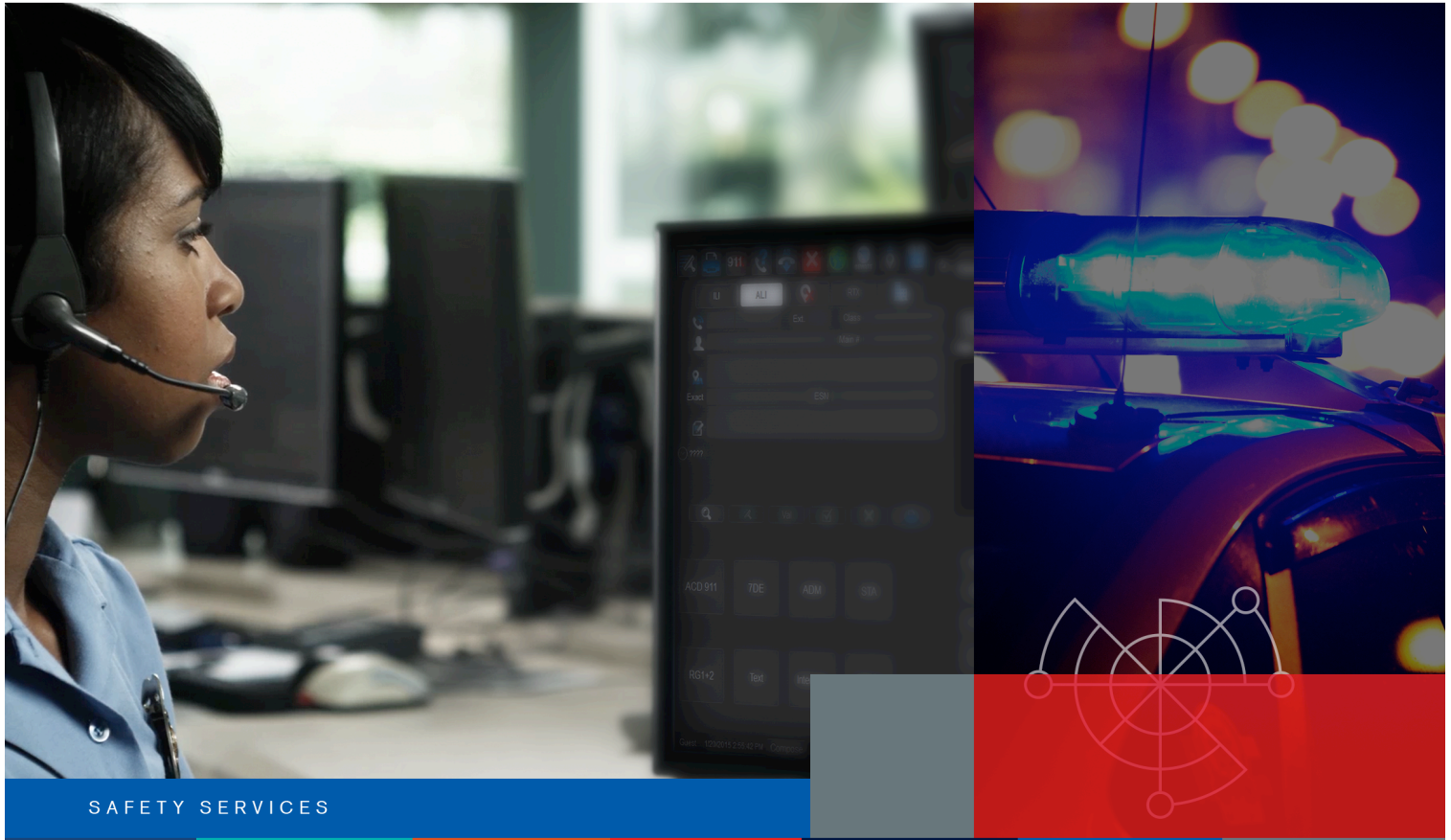
For clarification, the additional equipment offered in this quote is subject to the provisions of the Washoe County Great Migration Service Order. As such, there is no change to the original contract termination date as stated in the master agreement.

## Acceptance

West will provide a notice of availability of each Service. Acceptance of each Service ("Acceptance") will occur on the earliest of the following events:

1. Customer provides written notice of acceptance,
2. The Service is used, or is capable of being used, by Customer in a live environment, or
3. Three calendar days pass after West's notice of Service availability without receipt of a Customer notice of material defect.

Capable of being used means that West has completed or attempted to complete in all good faith its obligations herein and any delay to the system going live is due to events of 3<sup>rd</sup> parties or events otherwise outside of West's control.



SAFETY SERVICES

# Product Bulletin

PBN-911-2017-Software VPN for Remote Laptop

October 31, 2017

**Introduction**

West is pleased to announce the availability of a Software-based VPN approach to remote laptop-based call handling positions.

Leveraging Software-based VPN removes the need for VPN hardware residing at the laptop location (associated hardware is only required at the home PSAP location).

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## Overview

### Software VPN for remote laptop-based call handling positions

<i>Use Case</i>	Laptop-based Power 911 position used at either home PSAP or at a remote internet location. Both the home PSAP and the remote internet location have secure connectivity to the Internet.
<i>Moving the laptop</i>	Move the laptop to the alternate location, connect Sonic to laptop (via USB) and headset (via standard jack), power up, establish the Internet connection on the laptop, log into the Soft VPN client, login to Power 911 and use as a call handling position.

### Benefits

- Leveraging Software-based VPN removes the need for VPN hardware residing at the laptop location (associated hardware is only required at the home system location).



## Requirements

- Home PSAP equipped with West Firewall Appliance (Model No. 914148) and associated media set (Model No. 914148/CD). The firewall must be provided an Internet connection with static IP address and the bandwidth to support the number of simultaneous laptops. Consult West for more than 2 remote laptops.
- As alternative to the above West Firewall (914148), customer or channel may provide connectivity to the Internet at the home PSAP. The West Firewall performs a port forward function from an outside available IP address to forward to an inside server running the VPN service. Commercial off the shelf firewalls can be configured to perform this port forward function. The default listening port for the VPN service is UDP 1194 on the server. Note that for any interconnection, West will provide the point of interface demarcation and a disclaimer applies.
- Portable 9-1-1 Position (Model No. 914114/ADD).  
(bundle includes an HP laptop, Sonic device, headset, waterproof transport case and required OS and VIPER system base licenses).
- NEW: Laptop VPN Support license (Model No. 914158) per laptop position.
- VIPER system must be running the following versions or later:
  - VIPER v5.1
  - Power 911 v6.1
  - Windows 7 Client (32 bit)
  - Windows Server 2008 or Windows Server 2012 (see note below).
- Note: Windows Securities are not enabled for Software VPN users as these users are configured with a user account that does not lock out access to items such as the Windows desktop, task bar, start menu, and task manager. This is necessary to allow these users access to the Internet network connection and VPN control. As of Windows securities 2.2 for Windows 2012, West will introduce a new Windows Securities mode which can be applied to Software VPN users.
- Network speed considerations: A 1Mbps (or higher) bidirectional connection is expected to be a safe bandwidth. Bandwidth aside, it is the reality of Internet communications that Latency and Jitter will have a greater effect on user experience given lack of QoS control when using the Internet for transport.

## Ordering Information

This section provides guidance on ordering an associated license.

Model No.	Description	Ordering Notes
<b>914158</b>	<b>Laptop VPN Support License</b>	Qty.1 One per remote position that needs to leverage Software-based VPN access.
<b>914158/CD</b>	<b>Laptop VPN – Installation Media</b>	Qty.1 One per system.

See Requirements on previous page for other dependencies.

For further information, please contact your Account Executive.

END - RP.