

# 911 Emergency Response Advisory Committee

## **MINUTES**

**THURSDAY ~ MARCH 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  
Shannon Wiecking  
Teresa Wiley

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

Chair Meyer called the meeting to order at 1:30 p.m.

**PRESENT:** Daniel Johnson, Aaron Kenneston, Chris Maples, Duane Meyer and Teresa Wiley.

**ABSENT:** Mike Brown and Shannon Wiecking.

Jennifer Gustafson – Deputy District Attorney, was also present.

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

Chair Meyer welcomed Aaron Kenneston to the board.

#### **3. APPROVAL OF MINUTES [For possible action] – January 16, 2014**

***It was moved by Member Johnson, seconded by Member Wiley, to approve the January 16, 2014, minutes, as submitted. The motion carried: Members Johnson, Kenneston, Maples, Wiley and Chair Meyer assenting; and Members Brown and Wiecking 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 - Washoe County Technology Services, drew attention to the year-end reported provided which indicates an estimated ending fund balance of \$869,000.00 for FY (Fiscal Year) 2013-2014. Ms. Van Der Wall explained that she would address the Travel/Training budget under Agenda Item 10 as the request spans two (2) fiscal years.

Hearing no public comment Chair Meyer asked for a motion.

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

#### **5. EXACOM MAINTENANCE CONTRACT RENEWAL [For possible action] – A review, discussion and possible action to approve, deny or otherwise modify the renewal of the Exacom G2 Agreement year 3 of 5 for on-site maintenance and warranty at [\$18,615.00] per year for years 2-5. This Reno Recorder \$14,717.00 and Sparks Recorder \$3,898.00 totaling payment of \$18,615.00 and is for [2/7/14 through 2/6/15].**

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Annette Van Der Wall – Washoe County Technology Services, explained that the Maintenance Contract fee of \$18,615.00 had not been paid and had expired just after the January 17, 2014, meeting. However, Exacom has indicated they would honor the agreement if the annual fee is paid. Ms. Van Der Wall stated that she needed authorization from the board to make the payment.

Member Wiley noted that she believed that recording issues continued at the Reno and Washoe County PSAPs (Public Safety Answering Point).

Clay Griffin – Washoe County PSAP (Public Safety Answering Point), commented that issues continue with Exacom support and that the failure to record continues sporadically. Mr. Griffin noted that it had taken Exacom twenty-two (22) days to respond by telephone and that staff is beginning to seek other avenues to record 911 calls.

Jennifer Gustafson – Deputy District Attorney, suggested that Agenda Item 9 be combined with this item before making a decision on extending the maintenance agreement.

***It was moved by Member Maples, seconded by Member Johnson, to open and combine Agenda Item 9 with Agenda Item 5. The motion carried: Members Johnson, Kenneston, Maples, Wiley and Chair Meyer assenting; and Members Brown and Wiecking absent.***

**9. EXACOM UPDATE** [For possible action] – *A review, discussion and possible direction to staff on continuing issues being experienced with the Exacom Recording System.* [Taken out of agenda order]

Mr. Griffin noted that he had one request for additional information on a recording that had only 30-seconds of the call on February 17, 2014.

Chair Meyer summarized the concerns about having to wait two (2) days for a telephonic response from Exacom when the maintenance agreement includes language that the response should be in person or by telephone within 24-hours.

Mr. Tayler then explained that he had been in contact with Mr. Sylvester of Exacom who had indicated that Exacom would continue to honor the contract since it had expired between meetings.

Responding to Member Maples' inquiry about upgrades, Mr. Tayler noted that the Harris licensing was \$18,000.00 and that Exacom had declined to reimburse Washoe County. Mr. Tayler explained that a "newer" recorder and "slightly newer software" had been installed. Mr. Tayler stated a request to have an Exacom representative present at today's (March 20, 2014) meeting went unanswered.

Suzy Rogers – Reno ECOMM (Emergency Communications Center), explained that Exacom technician had been unable to resolve the issue and had resulted in the recorder being replaced. However, there are several days of recording that do not exist and other recording that are missing pieces of the audio between dispatch operator, caller and field personnel. Ms. Rogers emphasized that she considers the issue to be critical in nature when subpoena for specific recording cannot be

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fulfilled as the recording is either non-existent or has gaps in the audio as occurred with the shooting incident on the Renown campus.

Mr. Tayler further explained that the recording system employs two (2) T-1 connections and works much the same as the as the rest of the system. Mr. Tayler explained the simultaneous pathways that provide greater capacity than the current radio system, which cannot, in his professional opinion, generate sufficient traffic to overload the recording system.

Member Kenneston outlined his concern about the failure of the recording system and suggested that perhaps it may be necessary to review other options, including more detailed discussions with Exacom about the issues that need to be addressed.

Chair Meyer noted that there had been discussion with Exacom about the issues and urgent need to resolve the recording issues in the recent past.

Ms. Rogers suggested that advice be sought from the board legal counsel (Jennifer Gustafson) about initiation of the RFP (Request for Proposal) process to determine costs and available options.

Member Kenneston noted his additional concern about liability should the gap in coverage not be addressed.

Mr. Griffin noted that the Sparks PSAP also has the Exacom recorder as well as the Intrado LVR. Additionally, the Washoe County PSAP has the Intrado LDR and can, as a stop-gap measure, recorder the Reno PSAP calls as well. Mr. Griffin suggested that the Intrado LDR be expanded at Washoe County and the Sparks PSAP's so that the Reno PSAP audio can be recorded with each agency have access to their data. Mr. Griffin noted that an expansion of the existing Intrado contract can be provided at the May 15, 2014, meeting.

Member Kenneston suggested a motion be crafted that would defer the decision on extension of the maintenance contract until the May 15, 2014, meeting and direct that staff work with Exacom to define and address the issues and whether the Intrado system can assume the logging and recording should Exacom not address the issues to the satisfaction of the end users.

Mr. Griffin noted that if a vendor other than Intrado is to be found then an RFP would need to be issued. Mr. Griffin pointed out that the Intrado contract can be enhanced to upgrade the Sparks and Washoe County LVR systems.

Member Johnson recommended that the Exacom maintenance agreement be renewed for one additional year to avoid any issues that might arise before the Intrado system can be expanded.

Mr. Griffin pointed out that Sparks and Washoe County LVR systems are independent and that Exacom recordings must to be retained for a minimum of two (2) years.

Responding to Member Wiley's inquiry about termination of the Exacom Contract, Ms. Gustafson explained that she was not aware of the language in the current maintenance agreement. However,

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terms can be set forth in a new contract to include a mechanism to terminate a contract for failure to perform.

Gwen Brandenburg – The Galena Group, commented that the bid process would not be needed if Intrado has the ability to provide the required recording functionality.

**A motion by Member Johnson to approve a one (1) year maintenance agreement with Exacom and direct staff to review other recording solutions for agenda item 9 was withdrawn on the advice of legal counsel.**

***It was moved by Member Johnson, seconded by Member Maples, to approve the Exacom G2 Agreement for on-site maintenance in the amount of \$18,615.00. The motion carried: Members Johnson, Kenneston, Maples, Wiley and Chair Meyer assenting; and Members Brown and Wiecking absent.***

***It was moved by Member Johnson, seconded by Member Wiley, to accept the Exacom update as presented and direct that staff seek other recording solutions to replace Exacom. The motion carried: Members Johnson, Kenneston, Maples, Wiley and Chair Meyer assenting; and Members Brown and Wiecking absent.***

**6. AT&T SELECTIVE ROUTER AND PSALI (Private Switch Automatic Location Identification) FEES TO BE IMPOSED FOR REMAINING CARRIERS NOT DIRECT CONNECTED TO INTRADO** [For possible action] – *An ongoing review, discussion, and possible action regarding future payments to AT&T for agencies that have not yet transitioned to the Intrado system.*

Jennifer Gustafson – Deputy District Attorney, outlined her discussions with Sheri Haines, Tony Kiriluk and others on the AT&T “ANI only” (“Automatic Number Identification”), PSALI (“Private Switch Automatic Location Identification”), and SR (“selective router”) charges. Ms. Gustafson noted that the first issue is the “ANI only” billing by AT&T for their remaining 86,000 landline customers at a cost of \$2,150.00 per month; second the PSALI charges for Renown who chose not to upgrade their system when Intrado assumed 911 services; and finally the selective router charge for usage of AT&T infrastructure by smaller telephone companies and Verizon that was formerly covered by tariff in the State of Nevada until 2007.

Mr. Kiriluk pointed out with regard to the PSALI charges, an agreement had been reached for Renown to reimburse Washoe County that is nearing completion and is expected to be final in the next week.

Ms. Gustafson noted that with the removal of the tariff regulations in the State of Nevada, AT&T had issued a “Guidebook” that is now considered a contract or in this instance an implied contract. Ms. Gustafson noted that she has not yet had a response from AT&T legal counsel on their justification for continuing to charge Washoe County for “ANI only” or Selective Router services. While a legal challenge in North Carolina on similar issues might be persuasive in a Nevada Court of Law, it would not have any binding effect.

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There was some discussion on how best to address the issues. It was suggested that three different motions be made to address the “ANI only” landline charges, the PSALI charges for Renown’s phone numbers, and the Selective Router charges.

***It was moved by Member Wiley, seconded by Member Johnson, to direct that staff pay the ANI only (Automatic Number Identification) charges for AT&T landline customers. The motion carried: Members Johnson, Kenneston, Maples, Wiley and Chair Meyer assenting; and Members Brown and Wiecking absent.***

***It was moved by Member Wiley, seconded by Member Johnson, to direct that staff pay the PSALI (Private Switch Automatic Location Identification) charge for Renown, and bill Renown for that charge. The motion carried: Members Johnson, Kenneston, Maples, Wiley and Chair Meyer assenting; and Members Brown and Wiecking absent.***

***It was moved by Member Wiley, seconded by Member Johnson, to continue consideration of the AT&T Selective Router charges pending a legal opinion on the fee. The motion carried: Members Johnson, Kenneston, Maples, Wiley and Chair Meyer assenting; and Members Brown and Wiecking absent.***

- 7. REQUEST FOR FUNDING OF TWENTY-ONE (21) DISPATCH CONSOLE SPEAKERS** [For possible action] – *A review, discussion and possible action to approve, deny or otherwise modify to a request to purchase auxiliary speakers and support hardware for each dispatch console in the Reno, Sparks and Washoe County dispatch centers (9 for Reno, 6 for Sparks and 6 for Washoe County) at a cost not to exceed \$44,866.25.*

Chris Magenheimer provided an overview of the request that will provide the additional speakers needed as the NDIP (Nevada Dispatch Interoperable Project) project comes to fruition. The additional speakers will allow dispatch personnel to talk with other PSAPs (Public Safety Answering Point) during major incidents. Mr. Magenheimer noted that he has sufficient grant funds to cover the installation costs of the proprietary speakers provided by Harris Communications. Mr. Magenheimer explained that NHP (Nevada Highway Patrol) would be required to provide their dispatch center with the needed equipment at their own expense. The additional speakers will expedite connectivity with other dispatch centers.

Suzy Rogers – Reno ECOMM (Emergency Communications Center), suggested that action be delayed on the request to allow a review of what the equipment will look like and how it functions.

Shawn Tayler – Regional Communications Coordinator, explained that the speakers are the same as what is already in the existing consoles and would have an indicator light to alert the dispatcher operator of a call from another PSAP. Mr. Tayler stated that the intent is to install an additional speaker on every work station.

During the discussion it was suggested that perhaps a trial installation of one speaker at each PSAP might be appropriate. As the discussion continued, it was emphasized that incoming calls on the

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speaker would roll to the available dispatcher and that the installation of a single position would not be viable. As the discussion continued, it was pointed out that if there is a call for assistance it would have to be validated and that there would need to be training on the use of the new equipment.

Aaron Abbot – REMSA (Regional Emergency Medical Services Authority), commented that REMSA deals with all three of the local PSAPs and that this would eliminate the need for multiple dispatchers to be on the telephone with other PSAPs. Therefore, he does not believe a single speaker in each PSAP would be sufficient.

Member Johnson suggested that perhaps it might be prudent to approve a single speaker at each PSAP thus allowing an opportunity for PSAP staff to see how this will affect operations. Member Johnson also suggested that once the initial trial is complete that the balance of the request comes back for approval.

Clay Griffin – Washoe County PSAP, stated that he has one in place on the supervisor console that the Reno ECOMM staff is welcome to “play with” at any time.

Gwen Brandenburg – The Galena Group, Inc., suggested that the trial include one speaker for fire and one for law enforcement at each PSAP.

Mr. Griffin pointed out that during a major incident dispatchers do not have the opportunity to seek assistance from others thus requiring that speakers to be located on all consoles.

Member Wiley suggested the matter be continued until the May 15, 2014, meeting to allow Reno and Sparks to see how the equipment fits in each PSAP.

Member Kenneston expressed his concerns about the risk of delaying the authorization to a future meeting. Member Kenneston pointed out the positive aspect of interoperable communications and quicker response time.

Chair Meyer noted that one of the reasons this has come up was the active shooter incident at the Sparks Middle School. Due to the overwhelming number of calls, Washoe County Sheriff's Office responded as they were unable to make contact with the Sparks PSAP.

Jennifer Gustafson – Deputy District Attorney, suggested that it would be better to provide staff direction to allow others to review the request and then approve at the May 15, 2014, meeting.

Mr. Magenheimer noted that he has limited funding remaining and that he would work with Mr. Tayler to preserve funding to cover the cost of installation.

Ms. Rogers commented that the intent in seeking the delay was to have an opportunity to see how the equipment will work for the Reno ECOMM and how it can be implemented. If there is no choice in the matter as this is a statewide program then it would be best to order the number of speakers requested.

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Chair Meyer noted that he had misspoken about the Sparks Middle School incident and expressed his apology for the misstatement.

Mr. Tayler stated that the Harris equipment was the only option as it is proprietary equipment and the only available option.

***It was moved by Member Johnson, seconded by Member Maples, to approve purchase of twenty-one (21) auxiliary speakers and support hardware for each dispatch console in the Reno, Sparks and Washoe County dispatch centers (9 for Reno, 6 for Sparks and 6 for Washoe County) at a cost not to exceed \$44,866.25. The motion carried: Members Johnson, Kenneston, Maples, Wiley and Chair Meyer assenting; and Members Brown and Wiecking absent.***

- 8. REQUEST FOR FUNDING OF A ONE-YEAR TEMPORARY GIS 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 funding for the costs associated with adding a one-year temporary GIS internship at the Police Department for a cost not to exceed \$31,200.00.*

Doug Campbell - City of Sparks, provided an overview of the request to fund a one-year temporary GIS (Geographical Information System) position to update data for the Tiburon upgrade. The intent is to seek a graduate student from UNR with the skill sets necessary for GIS plotting and data entry.

Hearing no public comments Chair Meyer closed the public comment and asked for board discussion or a motion.

Member Johnson noted that the board typically funds a position at the City of Reno to update GIS data and that he believes this will be of value to assure that GIS data is the most current available.

Gary Beekman – Washoe County Technology Services, commented that the board does not fund a similar position for Washoe County.

***It was moved by Member Maples, seconded by Member Wiley, to approve funding for a one (1) year temporary GIS (Geographical Information System) Internship at the Sparks Police Department at a cost not to exceed \$31,200.00.***

- 10. 2014 PUBLIC SAFETY TRAVEL/TRAINING REQUEST** [For possible action] – *A review, discussion and possible action to recommend that the BCC (Board of County Commissioners) approve, deny or otherwise modify a request to fund four (4) Public Safety Training Courses for the three (3) PSAP's (Public Safety Answering Point) at a cost not to exceed \$24,000.00.*

Teresa Wiley – City of Sparks, recalled previously approved travel/training and explained that this would fund four (4) conferences for the three (3) PSAPs (Public Safety Answering Point).

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Annette Van Der Wall – Washoe County Technology Services, explained that while this is not an unusual request the request will have to be approved by the BCC (Board of County Commissioners) from two (2) fiscal year budgets 2013-2014 and 2014-2015 which being July 1, 2014. Ms. Van Der Wall noted that if the cost for the two (2) conference and personnel attending those conference in the current fiscal year (2013-2014) stayed within the remaining \$33,000 Travel Training Budget that there would be no need to seek BCC approval for a budget enhancement.

Responding to Member Kenneston's inquiry about what would be proposed as a motion, Ms. Van Der Wall explained that a motion would be needed to approve the travel/training request in an amount \$8,214.00 for registration plus cost of flight and hotels which is unknown at this time.

Member Maples suggested that conferences being held after the beginning of fiscal year 2014-2015 be done separately.

Ms. Van Der Wall commented that she could craft a BCC agenda item that splits the costs over the two (2) fiscal years provided that the amount expend by the end of the current fiscal year does not exceed the remaining budget.

Jennifer Gustafson – Deputy District Attorney, explained that the two training request could be combined as a single BCC item and suggested that 2015 be dealt with separately.

***It was moved by Member Wiley, seconded by Member Kenneston, to approve the Travel/Training request in amount not to exceed \$13,559.00 for two (2) training conferences; and travel expenses not to exceed \$19,697 for a total amount not to exceed \$33,256.00 for fiscal year 2013-2014. The motion carried: Members Johnson, Kenneston, Maples, Wiley and Chair Meyer assenting; and Members Brown and Wiecking absent.***

After a brief discussion it was determined that the four (4) conferences occurring in fiscal year 2014-2015 be brought to the May 15, 2014, meeting for approval.

- 11. REQUEST FOR FUNDING TO PURCHASE SIXTEEN (16) PLANTRONICS HEADSET FOR THE CITY OF SPARKS PSAP (Public Safety Answering Point) [For possible action] – A review, discussion and possible action to approve, deny or otherwise modify a request for funding to purchase sixteen (16) Plantronics HW291N Headsets for the City of Sparks PSAP (Public Safety Answering Point) at a cost not to exceed \$1,320.80.**

Teresa Wiley – City of Sparks, outlined the funding request noting that current headsets currently have static and other background noise that is disruptive to call takers. Ms. Wiley noted that the newer headsets have a larger piece that better fits the ear and provides remarkably better sound quality.

Suzy Rogers – Reno ECOMM (Emergency Communications Center), concurred with Ms. Wiley on the issues and explained that the headset being request is one of the top ones.

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Chair Meyer commented that he expects to see similar requestS from the Reno and Washoe County PSAPs (Public Safety Answering Point) in the near future.

***It was moved by Member Maples, seconded by Member Johnson, to approve the funding request to purchase sixteen (16) Plantronics HW391N headsets for the City of Sparks PSAP (Public Safety Answering Point) at a cost not to exceed \$1,320.80. The motion carried: Members Johnson, Kenneston, Maples, Wiley and Chair Meyer assenting; and Members Brown and Wiecking absent.***

- 12. 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., May 15, 2014.*

The May 15, 2014, meeting agenda may include, but is not limited to: Travel/Training request for FY (Fiscal Year) 2014-2015 to allow two (2) individuals from the three (3) Primary PSAPS (Public Safety Answering Point) to attend a total of four (4) training classes during FY 2014-2015; 2) Funding for Genovation pads for the three (3) Primary PSAPs; and 3) Funding request from REMSA (Regional Emergency Medical Services Authority) for equipment for the Intrado telephone system.

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

There were no public comments.

- 14. ADJOURNMENT** [Non action item]

Chair Meyer adjourned the meeting at 3:00 p.m.

**AS APPROVED BY THE 011 EMERGENCY RESPONSE ADVISORY COMMITTEE IN SESSION ON MAY 15, 2014.**