

911 Emergency Response Advisory Committee

Minutes

THURSDAY ~ MAY 15, 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 1:35 p.m. A quorum was established.

PRESENT: Aaron Kenneston, Chris Maples, Duane Meyer and Teresa Wiley. Mike Brown joined the meeting at 1:41 p.m.

ABSENT: Daniel Johnson and Shannon Wiecking.

Jen Gustafson – Deputy District Attorney, was also present.

2. PUBLIC COMMENTS [Non-action item]

Kelly Odom – Reno ECOMM (Emergency Communications Center) announced that she will be retiring at the end of the month (May 2014) and that Suzy Rogers will assume her duties.

7. INTRADO RECORDING PRESENTATION [For possible action] – *An informational demonstration/presentation of the Intrado solution for upgraded recordation of incoming/outgoing telephone and radio calls made to/from the three (3) primary PSAP's (Public Safety Answering Point) that may result in direction to staff to pursue the upgrade of Intrado's recording systems for the three (3) primary PSAP's.* [Taken out of agenda order]

Nicole Pianalto – Intrado, introduced Matthew Varner from Verint as well as Rick Bergess, Gary Schiavo and Kevin Flowers. Ms. Pianalto explained that the intent is to bring forward a potential solution for the three (3) primary PSAP's (Public Safety Answering Point) to recording issues being experienced. The suggested solution would upgrade and add hardware that is capable of recording telephony and radio traffic. The recording will be archived at each recordation agency as well as a secure central server and includes security and access controls that each agency controls. Ms. Pianalto noted that Verint is Intrado's exclusive provider of telephonic and radio recording.

Member Brown joined the meeting at 1:41 p.m.

Mr. Varner provided an overview of the recording solution and emphasized that each agency controls access to their respective files. Mr. Varner explained that the system is browser based on the Windows® platform and provides timeline as well as a grid format for file searches. Mr. Varner noted that Verint is the largest security and recordation provider nationally and includes backup in two directions. The first backup is located locally at each agency as well as archival storage which has been discussed with Shawn Taylor – Regional Communications Coordinator and Clay Griffin Washoe County PSAP. Mr. Varner recalled a previous visit to the region and explained that the equipment currently used for playback is no longer being manufactured. However, there is a software solution

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available that is dependent on network connectivity, which might be problematic given the current network configurations at the Reno and Washoe County PSAP's.

Suzy Rogers – Reno ECOMM (Emergency Communications Center), outlined her concern about having playback capabilities without having to move to another console or computer.

Shawn Tayler – Regional Communications Coordinator, noted that the new IP (Internet Protocol) based consoles include an ITRR type of recording functionality and is another option to what is currently being used.

Mr. Varner explained that the system uses a Windows based platform and is compatible with IE (Internet Explorer) 7, 8, 9, 10 and 11 when available and needs Windows Media Player 10 or newer. Typically the recording solution can be installed within 60-days of order. However, installations have been done much shorter time frames when needed. Mr. Varner noted that the current recording system being used was the preferred solution until about 15-years ago and that only one (1) vendor offers the system.

During the discussion it was noted that the installation of Intrado positions would alleviate concerns about having access to recordings. As the discussion continued, it was explained that the Reno PSAP sends the playback devices to Exacom for repair and are covered under an existing lease agreement. It was pointed out that Exacom is the sole remaining vendor for that type of equipment.

Ms. Pianalto explained that a scope of work and design criteria had not yet been developed. Once that is complete a cost estimate can be developed for consideration.

Discussion then noted that while Sparks and Washoe County already have Intrado workstations at all positions, the City of Reno does not have Intrado workstations for their radio positions only for call taking positions.

Laura Schmidt – CIMO (Chief Information Management Officer), noted that the next step would be staff direction to begin discussion about initial and ongoing costs as well as a cost comparison to existing technology.

Ms. Pianalto commented that there had been some discussion about potential costs and that without understanding the requirements cost estimates are difficult to develop. However, once that information is known the cost estimate can be developed quickly.

Ms. Rogers noted that the 911 Emergency Response Advisory Committee had taken action at the March 20, 2014, meeting to extend the Exacom contract for one (1) additional year with staff direction to move forward with an RFP (Request for Proposal), which may be needed for the Intrado solution.

Chair Meyer commented that he believes a previous determination had been made that an RFP might not be needed if this were procured as an expansion of the existing Intrado contract.

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Jen Gustafson – Deputy District Attorney, stated that she would research the need for an RFP for the Intrado solution and advise Chair Meyer.

Member Kenneston commented that he supports additional research on the potential design of the recording system and a determination if the Intrado solution could be part of the existing contract.

It was moved by Member Kenneston, seconded by Member Brown, to direct that Washoe County Technology Services staff move forward with the refinement of the scope of work, to include cost analysis, for the recording project and work with Washoe County Purchasing to determine if the proposal can be encompassed in the existing contract. The motion carried: Members Brown, Kenneston, Maples, Wiley and Chair Meyer assenting; and Members Johnson and Wiecking absent.

3. APPROVAL OF MINUTES [For possible action] – March 20, 2014

It was moved by Member Wiley, seconded by Member Maples, to approve the March 20, 2014, minutes, as presented.

Hearing no public comment Chair Meyer called for a vote on the motion.

The motion carried: Members Brown, Kenneston, Maples, Wiley and Chair Meyer assenting; and Members Johnson 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.

Gary Beekman – IT Manager, noted that the fund balance to date is \$370,122.00 and that projected ending fund balance on July 1, 2014, is estimated to be \$752,649.00

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

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

5. 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: 1) Selective Routing (SR) services for non-AT&T numbers; and 2) Renown's decision to not reimburse Washoe County for January and February of 2014 for ANI (Automatic Number Indicator) services for PS/ALI (Private Switch/Automatic Location Indicator). [Continued from March 20, 2014]

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Jen Gustafson – Deputy District Attorney, noted that there two (2) issues carried over from the March 20, 2014, meeting. Drawing attention to the Selective Router issues, Ms. Gustafson explained the continuance allowed her an opportunity to further research the issue. Ms. Gustafson noted that there is an “implied contract” under the old tariff that transitioned into the AT&T Guidebook. After having discussed the issue with AT&T, Ms. Gustafson recommends that the charges be approved noting that Tony Kiriluk continues to work with AT&T to further reduce the charges when a recount is completed in January 2015.

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

Responding to Member Kenneston’s inquiry, Ms. Gustafson recommended that the Board discuss and take action on the sub-agenda items individually.

It was moved by Member Kenneston, seconded Member Wiley, to approve payment for Selective Routing (SR) services for non-AT&T numbers. The motion carried: Members Brown, Kenneston, Maples, Wiley and Chair Meyer assenting; and Members Johnson and Wiecking absent.

Ms. Gustafson then outlined Renown’s decision not to reimburse Washoe County for January and February of 2014 for ANI (Automatic Number Indicator) services for PS/ALI (Private Switch/Automatic Location Indicator). Ms. Gustafson noted that a purchase order is now in place between Renown and Washoe County, and that Renown has agreed to reimburse Washoe County for these charges from March 2014 onward. Ms. Gustafson recommended that the Board approve the \$250.00 for the January and February costs, as Renown had been unable to access certain information until March 2014.

Tony Kiriluk – Washoe County Technology Services, further explained that prior to March 2014, Renown had not had service and therefore felt they should not have to reimburse Washoe County. Mr. Kiriluk noted that Renown had lost their access and that issues had been resolved.

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

It was moved by Member Brown, seconded by Member Wiley, to approve the payment of \$250.00 for the January and February 2014 ANI (Automatic Number Indicator) services for PS/ALI (Private Switch/Automatic Location Indicator) fees to AT&T for Renown. The motion carried: Members Brown, Kenneston, Maples, Wiley and Chair Meyer assenting; and Members Johnson and Wiecking absent.

6. **2014-2015 ENCUMBRANCES OF RECURRING APPROVED CONTRACTS AND REQUEST FOR APPROVAL TO ENCUMBER AND RENEW: 1) ROBERT COX ENTERPRISES, FY15 911 Recording and Secretarial Services - \$2,000.00; 2) EXACOM INC, FY15 Extended Warranty Year 4 of 5 - \$18,615.00; 3) EMERGENCY COMMUNICATIONS NETWORK FY15 CodeRED Services for Washoe County Year 3 of 3 - \$10,000.00; and 4) INSIGHT TECHNOLOGY SOLUTIONS, FY15 Technical Support – Sheri Haines, \$4,000.00 Total \$34,615.00. [For possible action] – A review, discussion and possible action to approve, deny**

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or otherwise modify a request to encumber Fiscal Year 2014-2015 known recurring contracts for renewal (listed above), which together with previously approved action items delineated in the May 6, 2014, staff report, total an amount not to exceed \$1,240,210.00.

Gary Beekman – IT Manager, provided an overview of the agenda item noting that the intent is to add the items included in the agenda language to the already approved encumbrances for FY (Fiscal Year) 2014-2015. The total encumbrance is not to exceed \$1,240,210.00.

Haring no public comment Chair Meyer asked for Board discussion or motion.

Member Maples commented that he believes the Exacom item had been approved at the March 20, 2014, with direction to staff to seek alternative recording solution.

Member Kenneston concurred.

Chair Meyer reopened public comment.

Suzy Rogers explained that her understanding of the March 20, 2014, action was to pay for the current year, which was due in February 2014.

Laura Schmidt – CIMO (Chief Information Management Officer), explained that this particular agenda item is to encumber funds for FY 2014-2015

Mr. Beekman explained that this would extend the Exacom contract through February 2016.

Member Kenneston suggested that perhaps that particular sub-agenda item (Exacom) might not need action until a future date as the next fiscal year budget is developed.

It was moved by Member Kenneston, seconded by Member Maples, to approve 1) Robert Cox Enterprises, FY15 911 Recording and Secretarial Services - \$2,000.00; 3) Emergency Communications Network FY15 CodeRED Services for Washoe County Year 3 of 3 - \$10,000.00; and 4) Insight Technology Solutions, FY15 Technical Support – Sheri Haines, \$4,000.00 Total \$16,000.00 and acknowledge those encumbrances for the coming year and delay consideration of 2) Exacom Inc., FY15 Extended Warranty Year 4 of 5 - \$18,615.00 until a future meeting. The motion carried: Members Brown, Kenneston, Maples, Wiley and Chair Meyer assenting; and Members Johnson and Wiecking absent.

- 8. FISCAL YEAR 2014-2015 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 provide funding for a two (2) individuals from each of the three (3) primary PSAPs to attend a total of four (4) Public Safety Training Courses: 1) APCO (Association of Public Safety Communication Officials) conference, August 3 through 6, 2014, in New Orleans, Louisiana; 2) Tiburon Annual Training Conference 2014, October 7 and 8, 2014; 3) Navigator Conference 2015 (date and location pending); and 4) NENA (National Emergency Number Association) Conference 2015 (date and*

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location pending, for the three (3) PSAPs (Public Safety Answering Point), in an amount not to exceed \$48,000.00. Teresa Wiley

Teresa Wiley – City of Sparks, outlined the request to fund 2014-2015 conferences to allow two (2) individuals from each of the three (3) primary PSAP's (Public Safety Answering Point) (Reno, Sparks and Washoe County) to attend the APCO (Association of Public Safety Communication Officials), Navigator, NENA (National Emergency Number Association) and Tiburon User Group conferences in an amount not to exceed \$48,000.00.

Hearing no public comment Chair Meyer asked for Board discussion or motion.

Responding to Member Kenneston's inquiry about whether the conferences met the intent of the Enhanced 911 Surcharge criteria, Member Wiley stated that the conferences do meet the intent of the legislation and require report from conference attendees.

Chair Meyer reopened public comment.

Suzy Rogers noted that the date and location of the Tiburon Users Group conference had not yet been set.

Hearing no other public comment Chair Meyer closed public comment and asked for Board discussion or a motion.

It was moved by Member Brown, seconded by Member Kenneston, to approve funding of 2014-2015 conferences to allow two (2) individuals from each of the three (3) primary PSAP's (Public Safety Answering Point) (Reno, Sparks and Washoe County) to attend the APCO (Association of Public Safety Communication Officials), Navigator, NENA (National Emergency Number Association) and Tiburon User Group conferences in an amount not to exceed \$48,000.00. The motion carried: Members Brown, Kenneston, Maples, Wiley and Chair Meyer assenting; and Members Johnson and Wiecking absent.

- 9. REQUEST FOR FUNDING OF GENOVATION CONTROLPADS** [For possible action] – *A review discussion and possible action to approve, deny or otherwise modify a request for funding for twenty-four (24) Genovation Controlpad Model 682-U, including, programming and installation costs in an amount not to exceed \$8,676.00. The quantity of 24 Controlpads allows for one (1) keypad at each Intrado workstation in the three (3) Primary PSAP's (Reno, Sparks and Washoe County). This Controlpad model has 35 buttons and allows for more programming and functionality that allows greater efficiency and speed when answering, handling and transferring 911 calls. Cost per unit: 1) \$299.00 per keypad, total cost for 24 keypads \$7,176.00; and 2) \$1,500.00 for professional services programming and installation of the 24 Controlpads. Additionally, these Controlpads will fall under our existing Intrado contract as it regards hardware, which includes the ongoing maintenance and replacement costs for these 24 units.*

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Suzy Rogers – Reno ECOMM (Emergency Communications Center), outlined the request that will replace the 24 keypads currently in place and expand the functionality and ability for dispatch operations to use one-touch transfer of call features. The request covers all three (3) primary PSAP's (Public Safety Answering Point) centers.

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

It was moved by Member Wiley, seconded by Member Kenneston, to approve funding for twenty-four (24) Genovation Controlpad Model 682-U, cost per unit: 1) \$299.00 per keypad, total cost for 24 keypads \$7,176.00; and 2) \$1,500.00 for professional services programming and installation of the 24 Controlpads, including, programming and installation costs in an amount not to exceed \$8,676.00. The motion carried: Members Brown, Kenneston, Maples, Wiley and Chair Meyer assenting; and Members Johnson and Wiecking absent.

10. REMSA (Regional Emergency Medical Services Authority) FUNDING REQUEST [For possible action] – *A review, discussion and possible action to approve, deny or otherwise modify a request to fund five (5) Intrado stations for 911 calls: four (4) work stations and one (1) Supervisor station at a cost of \$1,377.00 per station (monthly charge of \$6,885.00) for an total annual cost of \$82,620.00 for the five (5) stations.*

Jim Gubbels – REMSA (Regional Emergency Medical Services Authority), outlined the background of the request dating back to May 2013 at which time a five (5) year commitment was requested for a total of seven (7) workstations (six operators and one supervisor). Mr. Gubbels explained that REMSA had not transitioned to Intrado VoIP (Voice over Internet Protocol) system when the three (3) primary PSAP's (Public Safety Answering Point) did due, in part, to a five (5) year contract for REMSA's Vesta workstations. Mr. Gubbels noted that contract had expired December 2012. Mr. Gubbels then provide a brief history of Enhanced 911 Surcharge funding for various equipment and (Automatic Number Indicator)/ALI (Automatic Number Indicator)/(Automatic Location Indicator) services in 2001. Additional upgrades and enhancements were requested and approved in 2007. Mr. Gubbels noted that at the request of this body the funding request had been held in abeyance until the conclusion of the EMS (Emergency Medical Services) working group. Drawing attention to applicable portions of NRS (Nevada Revised Statutes), Mr. Gubbels explained how, in his opinion, the request met the criteria for Enhanced 911 Surcharge funding. Mr. Gubbels noted that REMSA has a total of ten (10) positions with four (4) being dedicated to 911 incoming calls. The request for four (4) Intrado workstations and one (1) supervisor position is similar to the configuration of three (3) primary PSAP's.

Responding to Member Kenneston's inquiry about whether REMSA received incoming 911 calls directly, Mr. Gubbels said no. Mr. Gubbels explained that as the secondary PSAP calls are forwarded to REMSA from the three (3) primary PSAP's (Reno, Sparks and Washoe County). Mr. Gubbels pointed out that this is a telephone system and in his opinion, is no different than the previous discussion about Renown. In the past all PSAP's used AT&T and that the move to VoIP (Voice over Internet Protocol) on the Intrado network resulted in REMSA moving trunk lines to the Intrado system to maintain compatibility, which is the intent of this request. Mr. Gubbels noted that REMSA had changed out the former Vesta stations to the Intrado system in October 2013.

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Member Kenneston drew attention to the historic precedent and noted his understanding that the most recent agreement includes language that REMSA will be self-funded and not supplemented by government or other public funds.

Mr. Gubbels pointed out that the request is for a telephone system and that REMSA has agreed to a CAD (Computer Assisted Dispatch) to CAD link as Reno moves to a new Tiburon system. The intent is to facilitate the exchange of data instantly and was included in the TriData report that served as the basis for the EMS Working Group discussions and has nothing to do with what is being discussed today (May 15, 2014).

Jen Gustafson – Deputy District Attorney, drew attention to the franchise agreement (copy on file), specifically Paragraphs 8 and 27. Ms. Gustafson read the first sentence of Paragraph 8 “REMSA shall operate or cause to be operated a radio communications dispatch facility which is compatible with the existing emergency medical services (“EMS”) radio network and with the 911 systems operated by Reno, Sparks and Washoe County.”

Ms. Gustafson then read paragraph 27 into the record as follows: “27. The granting of this exclusive right to operate ambulance services does not carry any obligation on the part of the District Board of Health, the Cities of Reno and Sparks and Washoe County for any type of monetary subsidy. Costs for REMSA must be borne by REMSA which is self-supporting. (Amended by Board of Health, 7-24-96).”

Ms. Gustafson explained that, in her opinion, the 911 Emergency Response Advisory Committee may at its discretion approve funding, but is not mandated to fund any REMSA funding request.

Mr. Gubbels drew attention to the Master Plan and explained that in his opinion, if funding is available and not otherwise encumbered that REMSA may seek and be granted funding. It is Mr. Gubbels’ belief that this is an appropriate request for funding.

Responding to Member Brown’s inquiry about calls from areas outside Washoe County and other services provided by REMSA, Mr. Gubbels noted that calls from Carson City are sometimes received and subsequently transferred to the Carson City Dispatch Center. Mr. Gubbels stated that the four (4) workstations are dedicated to Washoe County calls. Calls for the Nurse Helpline, Care Flight are handled separately. The intent is to maintain a consistent telephone service with Intrado.

Chair Meyer asked about the number of work-stations needed for 911 calls originating in Washoe County, and whether the positions would be used for non-emergency calls or non-Washoe County 911 calls.

Mr. Gubbels responded by explaining that he had listened to the Board’s previous comments and had reduced the number of stations being requested. Mr. Gubbels noted that REMSA was seeking an annual agreement to fund the work and supervisory station. Mr. Gubbels also noted that Aaron Abbot will be assuming his 911 duties.

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Member Maples drew attention to the franchise agreement that specifically states that the municipalities are under no obligation to subsidize REMSA in any way, shape or form and makes no distinction for a telephone or CAD system.

Mr. Gubbels noted that the language had been in place since the original agreement in 1986 and that there are some local jurisdictions that provide a subsidy for the provision of ambulance services. It is Mr. Gubbels' belief that the authority to see Enhanced 911 Surcharge funding is part of the regions Master Plan that the Galena Group, Inc., assisted in updating. The contract for ambulance service is with Washoe County District Health.

In response to Deputy District Attorney Jen Gustafson's inquiry about the switch-out of the consoles, Mr. Gubbels explained that REMSA had continued with a month-to-month maintenance contract for the Vesta stations and converted in October 2013. Mr. Gubbels noted that the request had been brought to the 911 Emergency Response Advisory Committee in May, July and September of 2013 and then held in abeyance until the EMS Working Group concluded their review of EMS services.

Responding to Suzy Rogers questions about whether REMSA was able to take 911 calls from the primary PSAP's, Mr. Gubbels commented that the Vesta equipment was "worn out" and that initially REMSA had been locked into the remainder of a 5-year contract when the region switched to the Intrado system. That contract expired in December 2012 and the Board was notified that REMSA would be making a funding request in January 2013.

Ms. Rogers then questioned whether there were any issues in receiving calls sent to REMSA from the primary PSAP's.

Mr. Gubbels commented that there were no issues with incoming calls and that the request will provide compatibility for the community.

Aaron Abbot – REMSA, commented that REMSA converted to Intrado for next generation compatibility and that the Vesta equipment was not compatible with a VoIP system.

Mr. Gubbels noted that he was not looking forward to the receipt of text messages in the future and that this funding request ensures that REMSA can deal with those calls.

Hearing no further comment Chair Meyer asked for Board discussion or a motion.

A motion by Member Kenneston to approve the REMSA (Regional Emergency Medical Services Authority) request to fund five (5) Intrado stations for 911 calls: four (4) work stations and one (1) Supervisor station at a cost of \$1,377.00 per station (monthly charge of \$6,885.00) for an total annual cost of \$82,620.00 for the five (5) stations, died due to lack of a second.

Mr. Gubbels pointed out that this request is for the next years' budget and asked for consideration in the 2014-2015 budget if funding is available.

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In response to Chair Meyer's inquiry about continued funding requests in the future, Ms. Gustafson stated that REMSA can make a request to be added to any meeting agenda before the next budget cycle.

Mr. Gubbels pointed out that the next budget cycle starts on July 1, 2014.

It was moved by Member Brown, seconded by Member Maples to deny funding for five (5) Intrado stations for 911 calls: four (4) work stations and one (1) Supervisor station at a cost of \$1,377.00 per station (monthly charge of \$6,885.00) for an total annual cost of \$82,620.00 for the five (5) stations. The motion carried: Members Brown, Maples, Wiley and Chair Meyer assenting; Member Kenneston dissenting; and Members Johnson and Wiecking absent.

- 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., July 17, 2014.*

No new agenda items identified

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

There were no public comments.

- 13. ADJOURNMENT** [Non action item]

Chair Meyer adjourned the meeting at 2:54 p.m.

AS APPROVED BY THE 911 EMERGENCY RESPONSE ADVISORY COMMITTEE IN SESSION ON JULY 17, 2014.