

# 911 Emergency Response Advisory Committee

## **Minutes**

**THURSDAY ~ MARCH 17, 2016 ~ 1:30 P.M.**  
**REGIONAL EMERGENCY OPERATIONS CENTER**  
**5195 SPECTRUM BOULEVARD, RENO, NEVADA**

### MEMBERS

Suzy Rogers, Chair  
Aaron Kenneston, Vice-chair  
Mike Brown  
Rob Larson  
Chris Maples  
Duane Meyer  
Teresa Wiley

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

Chair Rogers called the meeting to order at 1:34 p.m.

**PRESENT:** Aaron Kenneston, Rob Larson, Chris Maples, Duane Meyer, Suzy Rogers and Teresa Wiley.

**ABSENT:** Mike Brown.

Jen Gustafson – Deputy District Attorney, was also present.

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

Duane Meyer announced that after consideration and retirement from the Washoe County Sheriff's Office and his time spent on this board he has decided to resign his position as a representative of the WCSO and seek appointment as the At-Large member. Mr. Meyer outlined his continued interest and knowledge of the board.

Chair Rogers congratulated Mr. Meyer on his re-retirement.

Responding to Chair Rogers' inquiry about the At-Large position, Jen Gustafson – Deputy District Attorney, stated that the requirement to serve on the 911 Emergency Response Advisory Committee was that the representative be a resident of Washoe County and have knowledge of the 911 system.

Mr. Meyer stated that he had advised the WCSO of his decision and will also advise his immediate supervisor as well.

#### **3. APPROVAL OF MINUTES [For possible action] – January 21, 2016**

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

***It was moved by member Kenneston, seconded by Member Wiley, to approve the January 21, 2016, minutes, as submitted. The motion carried: Members Kenneston, Larson, Maples, Meyer, Wiley and Chair Rogers assenting; and Member Brown absent.***

#### **4. ELECTION OF AT-LARGE REPRESENTATIVE [For possible action]**

Chair Rogers opened public comment.

Annette Van Der Wall stated that she believes Duane Meyer will be an awesome At-Large representative.

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Jen Gustafson – Deputy District Attorney, opined that she believes this item should be continued until the May 19, 2016, meeting thus allowing Mr. Meyer an opportunity to resign his position as a Washoe County Sheriff's Office (WCSO) representative and for the WCSO to appoint his replacement.

***It was moved by Chair Rogers, seconded by Member Wiley, to continue the appointment of an At-Large member until the May 19, 2016, meeting. The motion carried: Members Kenneston, Larson, Maples, Meyer, Wiley and Chair Rogers assenting; and Member Brown 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, commented that there was no unusual activity to report in the revenue and payable report. Ms. Van Der Wall introduced Crystal Carter of the Comptroller's Office who will provide an overview of the electronic version of her report.

Ms. Carter then outlined the minor modifications in how the automatic report is generated and printed and asked whether there were any items this board would like added or deleted.

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

***It was moved by Member Meyer, seconded by Member Wiley, to accept the revenue and payables report, as presented. The motion carried: Members Kenneston, Larson, Maples, Meyer, Wiley and Chair Rogers assenting; and Member Brown absent.***

**6. REQUEST FOR TRAVEL AND TRAINING FOR WASHOE COUNTY SHERIFF'S OFFICE COMMUNICATIONS PSAP (Public Safety Answering Point); CITY OF RENO PSAP; and CITY OF SPARKS PSAP** [For possible action] – A review, discussion and possible action to approve, deny or otherwise modify funding requests to send two (2) individuals to the Navigator 2016 (IAED) public safety training conference, April 26, 2016 through April 29, 2016 in Washington D.C. from: 1) Washoe County Sheriff's Office Communications, in an amount not to exceed \$6,000.00; 2) City of Reno Emergency Communications, in an amount not to exceed \$6,000.00; 3) City of Sparks PSAP, in an amount not to exceed \$6,000.00. Total request for all three (3) PSAPs not to exceed \$18,000.00.

Chair Rogers outlined the agenda item that is a request not to exceed \$6,000.00 for each of the three (3) PSAP's (Public Safety Answering Point), Reno, Sparks and Washoe County to attend IAED training. The total request is not to exceed \$18,000.00.

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

Responding to Member Kenneston's inquiry about whether this was one of the training requests identified earlier this year (2016), Chair Rogers stated that it was one of the requests authorized and that this is the next step in the process.

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***It was moved by Member Wiley, seconded by Member Kenneston, to approve funding requests to send two (2) individuals to the Navigator 2016 (IAED) public safety training conference, April 26, 2016 through April 29, 2016 in Washington D.C. from: 1) Washoe County Sheriff's Office Communications, in an amount not to exceed \$6,000.00; 2) City of Reno Emergency Communications, in an amount not to exceed \$6,000.00; 3) City of Sparks PSAP, in an amount not to exceed \$6,000.00. Total request for all three (3) PSAPs not to exceed \$18,000.00. The motion carried: Members Kenneston, Larson, Maples, Meyer, Wiley and Chair Rogers assenting; and Member Brown absent.***

- 7. REQUEST FOR FUNDING FOR SALARY AND BENEFITS SUPPORTING E911 CITY OF SPARKS AND REGIONAL 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 one E911 GIS Public Safety Specialist at the City of Sparks Police Department at a cost not to exceed \$76,777.00.*

Doug Campbell – City of Sparks, provided an overview of the funding request which will support GIS (Geographical Information System) services for the City of Sparks Police Department as well as the region. This position was created October 2015 and the request is for funding for the next fiscal year.

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

Responding to Member Larson's question about whether the funds had been encumbered, Annette Van Der Wall explained that the fund had already been encumbered for the FY 2016/2017.

Member Meyer noted his support and explained the importance of the type of position, which he believes is critical to the 911 system.

***It was moved by Member Wiley, seconded by Chair Rogers, to fund the costs associated with one E911 GIS Public Safety Specialist at the City of Sparks Police Department at a cost not to exceed \$76,777.00. The motion carried: Members Kenneston, Larson, Maples, Meyer, Wiley and Chair Rogers assenting; and Member Brown absent.***

- 8. UPDATE ON INTRADO GREAT MIGRATION PROJECT FOR NextGen E911** [Non-action item] – *An informational progress report on GIS (Geographical Information System) activities related to Intrado's Great Migration Project for NextGen E911 compliance of the Washoe County MSAG (Master Street Address Guide).*

Matt Lawton – Technology Services, provided an update on the Intrado Great Migration Project for NextGen E-911 compliance, which is now at 98.2-percent. Mr. Lawton noted that of the more than 199,397 ALI (Automatic Location Indicator) records that only 3,573 remain unmatched. Mr. Lawton then emphasized that work will continue to reconcile and address any discrepancies. Mr. Lawton then explained that the match rate for TN records to street centerlines stands at 99-percent and that he is in contact with Intrado personnel about address overlaps. Some of the overlaps are medians and highways which are being marked as exceptions and noted that errors are not anticipated in the street

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centerline compliance. It is hoped that the Intrado representative will be able to attend the May meeting to review the data with the board. Additionally, Dave Erickson has been working to resolve TN and GIS errors and expects a full I3 GIS compliance on or about May 15, 2016.

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

Responding to Member Kenneston's inquiry about activation of cellular devices in the data base, Mr. Lawton explained that the ALI is focused on landline and Charter VoIP (Voice over Internet Protocol). While some wireless carriers are collecting data from their clients, he will need to find out if that will be included in the I3 NextGen program.

Member Kenneston outlined his understanding that the eventual goal is to have geo-coding on cellular devices and suggested that this be discussed at a future meeting.

Mr. Lawton noted that the data base gets smaller as users move away from traditional landline and services such as Charter's VoIP.

Dave Erickson – Technology Services, noted that AT&T is currently the only provider offering ALI Information for cellular calls. This requires the end user to register their preferred 911 address in to AT&T's database. However, it can take up to a year before a newly constructed property's address is available to the AT&T database.

**9. REQUEST TO CLOSE AT&T ACCOUNT FOR EMERGENCY CELLULAR DEVICES FOR THE RENO, SPARKS AND WASHOE COUNTY PSAP'S (Public Safety Answering Point)** [For possible action] – *A review, discussion and possible action to direct that Washoe County Technology services initiate action to eliminate specified Reno, Sparks and Washoe County PSAP AT&T supported cellular devices associated with antiquated equipment.*

David Erickson – Technology Services, noted that the cost for the outdated flip style cellular devices is \$3,216.00 annually plus usage fees. Over the past six (6) years the devices have not been used and that there appears to be no plan to deploy them.

Responding to Member Meyer's question about what back-up plan is in place, Mr. Erickson explained that he is not aware of any back-up plan and that there is no procedure on implementation, which would need to be developed.

Chair Rogers noted that the cellular devices are part of the evacuation plan and built into the standard policies. Chair Rogers noted that discussions about the devices indicated that they were no longer necessary given the proliferation of cellular devices. Chair Rogers pointed out that each PSAP (Public Safety Answering Point) needs to make a determination on the need for the devices and that it appears they are not worth the continue cost.

Member Wiley commented that the Sparks PSAP (Public Safety Answering Point) had also discussed the backup cellular devices and determined that one new device would be appropriate for the center.

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Clay Griffin commented that Intrado has a NOC (Network Operations Center) setup that can redirect the region's 911 calls and is certified to take calls and direct calls to a ten digit number if there is no predesignated location that has the number of positions needed to handle the call volume. Therefore, the issue is whether the region wishes to forward all calls to a specific location that can take calls or is the cellular device necessary.

Member Kenneston commented that, in his opinion, there are two separate issues in play and that he believes while the region should perhaps stop paying for outdated technology that is not used, that there needs to be a plan in place in the event an interruption in service occurs.

Chair Rogers commented that part of the Intrado system features is an ability to flip a switch moving all calls taken by Washoe County and Reno to the City of Sparks PSAP. Chair Rogers emphasized that the City of Sparks has the same capability. A plan is already in place to call in additional personnel to assist the City of Sparks in the event that the Reno and Washoe County PSAP's were evacuated and that the Reno and Washoe County PSAP's are prepared to handle the City of Sparks calls should the need arise. Chair Rogers noted that the Reno PSAP is in the process of securing a cellular device for the department that will be used by the duty supervisor as needed thereby eliminating the need to use a personal cellular device. Additionally, there are also radios in place that can be used.

Member Wiley noted that the City of Sparks is also seeking approval to secure a department cellular device so that employees are not required to use their own equipment.

Jen Gustafson – Deputy District Attorney, recommended that if a motion is made that each PSAP (Reno, Sparks and Washoe County) is specifically identified.

***It was moved by Member Wiley, seconded by Member Meyer, to continue this agenda item until the May 19, 2016, meeting.***

Mr. Erickson noted that the charge started in February 2016 and that the cellular devices have been placed on suspended service to avoid additional changes. Should the board decide to keep the service, it is recommended that the devices be updated as they are outdated equipment.

***The motion carried: Members Kenneston, Larson, Maples, Meyer, Wiley and Chair Rogers assenting; and Member Brown absent.***

### **10. OPEN MEETING LAW PRESENTATION [Non-action item] – *An informational overview of the Nevada Open Meeting Law (OML).***

Jen Gustafson – Deputy District Attorney, narrated a PowerPoint® Presentation (copy on file), on the Nevada OML (Open Meeting Law). Ms. Gustafson highlighted the legislative intent to assure that public business is always to be conducted in an open public forum. Drawing attention to the information requirement, posting and other criteria set forth governing the meeting agenda, public comment and board deliberations, Ms. Gustafson explained the need to avoid serial or walking quorum meetings either in person when less than a quorum of members is contacted in smaller groups or by electronic or telephonic conversations on matters that will come back for a final decision or recommendation. Ms.

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Gustafson then highlighted the potential misdemeanor consequences should an OML complaint be confirmed by the Attorney General's Office (AG). Other actions the AG's office may take is to vacate the decision resulting in a new public hearing, fines and other actions deemed necessary by the AG's office. Ms. Gustafson then explained that in the event a member feels that they may have a conflict to contact legal counsel for an opinion and if a conflict is confirmed that it must be disclosed on the public record and in some cases the member made need to be recused, which typically means no discussion and leaving the meeting room. Drawing attention to agenda language and meeting minutes, Ms. Gustafson outlined the requirements on the first page of meeting agenda, posting requirements and the need to complete meeting minutes within 30-days of the actual meeting. Public comment must be taken at the beginning and the end of each meeting and Washoe County recommends that public comment also be taken on all action items. Ms. Gustafson cautioned against getting into a discussion about an item brought up during public comment that must be added to a future meeting agenda for discussion and possible action. Ms. Gustafson then noted that members may participate in social functions and that members should be mindful that discussion of matters that may come to the board for future actions not be discussed to avoid conflict with the OML.

- 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., May 19, 2016.*

The May 19, 2016, meeting agenda may include, but is not limited to: 1) Appointment of an At-Large Member; Authority to use E-911 funds to secure potentially unreported fund.

Member Kenneston suggested that a presentation be made on the potential for text to 911 calls and the geo-coding of cellular devices. Other items of interest include how 911 calls are handled for the more remote areas of Washoe County. For example, portions of northern Washoe County that may be handled by Modoc County or Alturas.

Member Meyer suggested an update on an emerging issue with digital consoles and encryption.

Chair Rogers asked that an agenda item be added for Illuminati Training for all three PSAP's.

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

There were no public comments.

- 13. ADJOURNMENT** [Non action item]

Chair Rogers adjourned the meeting at 2:41 p.m.

**AS APPROVED BY THE 911 EMERGENCY RESPONSE ADVISORY COMMITTEE IN SESSION ON MAY 19, 2016.**