

911 Emergency Response Advisory Committee

Minutes

Thursday ~ September 15, 2016 ~ 1:30 P.M.
REGIONAL EMERGENCY OPERATIONS CENTER
5195 SPECTRUM BOULEVARD, RENO, NEVADA

MEMBERS

Suzy Rogers, Chair
Aaron Kenneston, Vice-chair
Bill Ames
Rob Larson
Chris Maples
Teresa Wiley
Duane Meyer (at-large)

1. CALL TO ORDER AND ROLL CALL AND INTRODUCTION OF NEW MEMBER [Non-action item]

Chair Rogers called the meeting to order at 1:33 p.m. A quorum was established.

PRESENT: Bill Ames, Rob Larson, Chris Maples, Duane Meyer, Suzy Rogers, and Teresa Wiley.

ABSENT: Aaron Kenneston.

Jen Gustafson – Deputy District Attorney, was also present.

2. PUBLIC COMMENTS [Non-action item]

Crystal Varnum commented that the financial reports are unaudited and not finalized.

3. APPROVAL OF MINUTES [For possible action] – July 21, 2016

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

It was moved by Member Meyer, seconded by Member Wiley, to approve the July 21, 2016, minutes, as submitted. The motion carried: Members Ames, Larson, Maples, Meyer, Wiley and Chair Rogers assenting and Member Kenneston 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 – Technology Services, commented that during her discussion with the Senior Accountant, Crystal Varnum at the meeting, there appeared to be a misunderstanding about the FY2017 911 budget and FY2016 carry-over of usable funds. Crystal Varnum indicated that she will forensically explore the fund. Annette Van Der Wall stated that Technology Services will supply a report of findings at the 911 Advisory Committee's November meeting and the financial audit should be completed by then. When asked, Annette Van Der Wall reported that the current available budget for Equipment Capital was \$72,684.95 and Equipment non-capital \$54,204.84.

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

It was moved by Member Ames, seconded by Member Maples, to accept the Revenue and Payables reports as presented with the caveats as stated. The motion carried: Members Ames, Larson, Maples, Meyer, Wiley and Chair Rogers assenting and Member Kenneston absent.

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5. **5 YEAR MASTER PLAN (JANUARY 2018)** – *A review, discussion and possible action to begin the process for finding a vendor to update the 5 Year Master Plan, which expires January 2018.*

Craig Betts – Washoe County Technology Services, outlined his discussion with Stu Cronan – Galena Group, who is currently working in Anchorage Alaska and Utah. Mr. Cronan has indicated a desire to update the plan within the allotted time frame at a cost equal to, or perhaps somewhat less than charged in 2012, depending on the scope for the update, and whether he can use the previous plan update template.

Annette Van Der Wall noted that the 2012 update cost was \$22,800.00 and that the update started in November 2012 and was completed in January 2013. Ms. Van Der Wall will distribute the outline for the scope of work.

There were no public comments.

The item was continued to the November 17, 2016, meeting to allow an opportunity for members to review the previous scope of work.

6. **Tri-Tech CAD-to-CAD Interface** [For possible action] – *A review, discussion and possible action to approve the purchase of a Tri-Tech CAD-to-CAD Interface to interconnect the three primary PSAPs (Public Safety Answering Point) with REMSA's (Regional Emergency Medical Services Authority) CAD systems in an amount not to exceed \$66,000.00.*

Suzy Rogers – Reno PSAP, there was some confusion on this as many users know it as Tiburon which has since been purchased by Tri-Tech who also owns the REMSA CAD system.

Rishma Khimji – City of Reno, noted that there are two separate systems one for the City of Reno and the REMSA CAD system. The intent is to connect the three primary PSAP's (Public Safety Answering Point) with REMSA using an interface that allows a more timely response between and among the agencies. During the negotiations it was noted that the three primary PSAP's can use the same interface to communicate with REMSA directly.

Chair Rogers noted that the City of Reno is the signatory agency for the three PSAP's for the CAD system.

There were no public comments.

During the discussion there was significant concern expressed about the ability to withhold confidential information associated with an incoming calls for police services and a subsequent transfer to REMSA. As the discussion continued, it was emphasized that the issue would be fully vetted with the vendor to ensure that such information remains confidential. It was pointed out that there may be a need for additional training once the interface is installed to ensure that all are aware of how the system operates. It was noted that all three PSAP's have the same concern about notes

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associated with incoming calls that may ultimately be transferred to REMSA. Other concerns include the possible loss of location data should a call have to be cloned or recreated to avoid sharing confidential information.

Member Ames stated the he believes this may be premature until identified issues and concerns can be addressed.

Clay Griffin – Washoe County PSAP, concurred.

Ms. Khimji noted that the initial action is needed in order to move forward with the identified issues being addressed during the design phase of the interface. The contract can be conditioned in a manner that provides a list of conditions and concerns that have to be met before final approval is granted.

Discussion then focused on the current budget concerns and the ability to fund the request. It was suggested that the more prudent course would be to allow staff an opportunity to further analyze the budget with members of each PSAP forwarding their concerns directly to Ms. Khimji for discussion with the vendor.

Chair Rogers tabled the agenda item until the November 17, 2016, meeting.

7. ANNUAL CODE RED FUNDING REQUEST [For possible action] – *A review, discussion and possible action to approve, deny or otherwise modify a request to fund Code Red Reverse 911 System in an amount not to exceed \$10,000.00.*

Craig Betts – Washoe County Technology Services, outlined his discussion with Aaron Kenneston on the matter. Responding to an inquiry about seeking a different service to provide reverse 911 services, Mr. Betts explained that this is a long term contract and that there may be a desire in the future to seek another vendor.

There were no public comments.

During the discussion budget concerns were brought forward. As the discussion continued it was pointed out that a failure to renew could result in the service being terminated if action was not taken at today's meeting as the contract had expired and was being extended pending action at today's (September 15, 2016) meeting.

It was moved by Member Ames, seconded by Member Larson, to approve the request to fund Code Red Reverse 911 System in an amount not to exceed \$10,000.00. The motion carried: Members Ames, Larson, Maples, Meyer, Wiley and Chair Rogers assenting and Member Kenneston absent.

8. TRAVEL/TRAINING REIMBURSEMENT [For possible action] – *A review, discussion and possible action to approve, deny or otherwise modify a request from the Washoe County Sheriff's Office for reimbursement of \$3,874.27 in travel/training expenses to send two PSAP*

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(Public Safety Answering Point) Supervisors to the August 13-17, 2016, APCO (Association of Public Safety Communication Officials).

Jen Felter – Washoe County, noted that the Washoe County Sheriff's Office had funded the travel training and is now seeking reimbursement.

Member Ames noted that he had reviewed the travel and training and sent two separate file outlining the costs per person.

There were no public comments.

It was moved by Member Larson, seconded by Member Wiley, to approve the request from Washoe County to reimburse the Washoe County Sheriff's Office \$3,874.27 for travel/training expenses to send two (2) individuals to the August 13-17, 2016 APCO training. The motion carried: Member Ames Larson, Maples Wiley and Chair Rogers assenting; Member Meyer dissenting; and Member Kenneston absent.

Member Meyer explained that without the supporting staff report he was unable to approve the request.

9. PHONE RECOVERY LLC CONTRACT (Non-action item) – *An informational update on progress in negotiating a contract with Phone Recovery LLC.*

Jen Gustafson – Deputy District Attorney, explained that she had received answers to her previous questions but had not yet had an opportunity to review their written responses. Ms. Gustafson noted that she was leaving on vacation on Friday, September 16, 2016, and would not return until October 3, 2016, at which time she would review the responses. Ms. Gustafson also noted that there are outstanding policy questions that are being addressed by the Washoe County Manager's Office and suggested the item be continued until the November 17, 2016, meeting.

There were no public comments.

Chair Rogers continued the item until the November 17, 2016, meeting

10. 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., November 17, 2016.*

No new agenda items were identified. Items 5 and 6 continued to the November 17, 2016 meeting.

Member Maples explained that with his recent promotion to City of Sparks Fire Chief he would be resigning his position on the 911 Emergency Response Advisory Committee and introduced his replacement Division Chief Jim Reid.

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Member Meyer requested that supporting documentation and staff report be included in all request for funding.

11. PUBLIC COMMENT [Non-action item]

Pat Irwin - Gerlach Fire Services Community Coordinator, commented that he would like to submit an agenda item to discussion calls to 911 from the Gerlach and other northern Washoe County locations where there is little to no telephone or cell services. Mr. Irwin noted that there is a plan that he would like to discuss with the board which could help support timely calls to dispatch but has a fiscal impact.

Chair Rogers asked that Mr. Irwin forward the supporting documentation and agenda item to the Recording Secretary.

12. ADJOURNMENT [Non action item]

Chair Rogers adjourned the meeting at 2:19 p.m.

**AS APPROVED BY THE 911 EMERGENCY RESPONSE ADVISORY COMMITTEE IN SESSION
ON DECEMBER 12, 2016.**