

911 Emergency Response Advisory Committee

DRAFT of Minutes

Thursday, January 17, 2019 ~ 1:30 P.M.
REGIONAL EMERGENCY OPERATIONS CENTER
5195 SPECTRUM BOULEVARD, RENO, NEVADA

MEMBERS

Mac Venzon, Chair
Mike Bassi, Vice-chair
Doug Campbell
Gregg Deighton
Jenny Hansen
Aaron Kenneston
Shawn McEvers
Duane Meyer
Lisa Rose-Brown

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

Chair Campbell called the meeting to order at 1:30 p.m. A quorum was established.

PRESENT: Mike Bassi, Doug Campbell, Jenny Hansen, Aaron Kenneston, Shawn McEvers, Duane Meyer, Lisa Rose-Brown and Mac Venzon.

ABSENT: Gregg Deighton.

Jennifer Gustafson – Deputy District Attorney, was also present.

2. PUBLIC COMMENTS [Non-action item]

There were no public comments.

3. ELECTION OF OFFICERS [For possible action] – 1: Chair (Reno); and 2: Vice-chair (Washoe County).

Chair Campbell opened the agenda item and asked for nominations.

Member Meyer nominated Mac Venzon to serve as Chair, seconded by Chair Campbell.

Member Venzon accepted the nomination.

There were no other nominations or public comments.

The nomination to elect Mac Venzon as Chair carried; and Member Deighton absent.

Member Meyer nominated Mike Bassi to serve as Vice-chair, seconded by Mac Venzon.

Member Bassi accepted the nomination.

There were no other nominations or public comments.

The nomination to elect Mike Bassi as Vice-chair carried; and Member Deighton absent.

Chair Campbell turned the meeting gavel to Chair Mac Venzon.

4. APPROVAL OF NOVEMBER 15, 2018, MINUTES [For possible action]

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Chair Venzon opened the item asked for public or board comments.

There were no public or Board comments.

It was moved by Member Kenneston, seconded by Member Campbell, to approve the November 15, 2018, minutes as submitted. The motion carried; and Member Deighton absent.

5. **FINANCIAL SUMMARY** [For possible action] – A review, discussion, and possible action to accept the Financial Summary updates.

There were no public comments.

Quinn Korbolic - Washoe County Technology Services, highlighted the revenues noting that it appears that the fund is about \$77,000.00 short in revenue.

It was moved by Member Bassi, seconded by Member McEvers, to accept the Financial Summary update as presented. The motion carried; and Member Deighton absent.

6. **RAPIDSOS – DEMONSTRATION** [For possible action] – A demonstration, review, discussion and possible action to approve the use of RapidLite location-based services for the region. RapidSOS “RapidLite” is a browser-based tool to receive handset location and more from the NG9-1-1 Clearinghouse. Staff from RapidSOS will provide a demonstration of this call-taking tool.

Comments:

RapidsSOS – DEMONSTRATION [For possible action] – A demonstration, review, discussion and possible action to approve the use of RapidLite location-based services for the region. RapidSOS “RapidLite” is a browser-based tool to receive handset location and more from the NG9-1-1 Clearinghouse. Staff from RapidSOS will provide a demonstration of this call-taking tool.

Bill LePoidevin – RapidSOS, narrated a PowerPoint® presentation (copy on file) noting that there are now more than 2,100 customers and over 200 million in US population using the browser-based tool and the integration with approved CPE vendors. Mr. LePoidevin explained that the call-taking tool can accurately identify location with both Android, Apple via Device Based Location (DBH) devices today, but many Internet of Things (IOT)s devices in the future. The RapidSOS solution is being expanded to Canada, Europe and Mexico. Drawing attention to the speed, accuracy, and frequency of the data, 911 calls of course are being provided to call takers with greater speed and accuracy. The location information which is being received into the RapidSOS Clearinghouse comes in fast (milliseconds), location information is sent every 3-5 seconds, and sent accurately, with a 95% confidence. Mr. LePoidevin pointed out how the data flows through the systems and the methodology used via triangulation of cell towers and many other wireless networks to achieve location accuracy. To sign-up for RapidLite takes 5-10 minutes, takes 2-4 weeks to deploy, with no cost or contracts. In addition,

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RapidSOS will help with creating policies and procedures and with training. The RapidSOS Training Portal is a great resource for agencies to train thus operationalize the RapidLite solution. Certificates are available for participants.

The full presentation can be found:

<https://drive.google.com/file/d/1aF0n-cN1bnHPm6epB8qAk6lvGCRaRU2j/view?usp=sharing>

During the discussion it was explained that the strategic information on location, even when the device's location services are turn off, the 911 call device is enabled and the 911 call can be received by a 911 center. Agencies that have opted to use the service have access to the strategic information which is encrypted from the RapidSOS Clearinghouse. Other discussion points noted, accuracy is not dependent on urban or rural environments, RapidSOS passes data with 95% accuracy. It was explained during the discussion that the LAPD uses RapidLite and has written policies and procedures which our agencies could use as a template. Other discussion noted that it is unknown how this system interacts with Map Flex and that end users would have to evaluate what additional benefits would be gained by using RapidLite in conjunction with other applications. As the discussion continued it was suggested that the region might have greater benefits should RapidLite be implemented region wide.

Member Hansen expressed her appreciation to Mr. LePoidevin for coming and providing the overview of RapidLite. Member Hansen noted that the RapidLite would not integrate with the CAD system currently in place and that the intent was to demonstrate a potential procedural change as the region moves to Next Gen 911. Note RapidSOS integrates with most of the major CAD companies and the Motorola/Spillman integration should be completed by q2 of 2019.

Work continues on improving RapidLite to increase the solution to be used automatically. RapidSOS can automate RapidLite thru CAD today and a product called RapidPRO. RapidPRO, is a CPE device which will automate RapidLite from a hardware perspective and will be available by mid-February 2019. Mr. LePoidevin commented that Apple has been asked about text 911 calling but has yet to respond to when texting location data will be available whereas Android is passing data for text information today. It is anticipated that additional data provided to PSAPs will continue to rapidly change and will be very different in 2019 and increasing over the next five years. RapidSOS' vision to be the Additional Data Repository to process additional data for PSAPs and First Responders when providing life critical care/services.

During a brief discussion it was noted that this is an informational item only and that the CAD Consoles do not currently have internet access which needs to be considered as equipment is being updated.

There were no public comments.

- 7. SALARY REIMBURSEMENT REQUESTS, GIS DATABASE UPDATE AND MAINTENANCE**
[For possible action] A review, discussion and possible action to approve, deny or otherwise modify a requests for reimbursement of staff salary supporting E911 GIS Database update and

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maintenance services for Fiscal Year 2019-2020 – City of Reno (\$175,212.00), City of Sparks (\$103,231.00), and Washoe County (\$170,397.69); for a total not to exceed (\$448,839.93).

Chair Venzon opened the agenda item.

Member Campbell – City of Sparks, explained that this is a recurring annual request from the three jurisdictions to support GIS for mapping and infrastructure. The City of Sparks request is for one FTE that is devoted to multi-agency projects.

Rishma Khimji – City of Reno, commented that the Reno request is for 1.5 FTE to develop shape file mapping along with other GIS functions that assist other agencies with mapping.

Quinn Korbolic – Washoe County, explained that the Washoe County request is also for 1.5 FTE that oversees the GIS core address database and street center line that feeds into the CAD system. Additionally, the other components MSAG support to maintain the Washoe County database to assure a 98-percent or better address accuracy results for mapping.

During the discussion it was noted that the three agencies collectively work the Maverick and MSAG Street layer and other work. It was emphasized that the three agencies advocate for each other as the positions are necessary for mapping. Other discussion noted that the newer version of Tiburon is predicated on having accurate GIS information.

There were no public comments.

Member Kenneston questioned the amount of the annual increase from the previous year as well as the long term strategy to align street names to make this less of a lift.

Member Campbell noted that the costs are incurred by the three entities to test new applications for mapping. About 4-years ago Sparks came forward with the request since this was not part of Tiburon.

Member Kenneston noted that he is not debating the essential task but rather has some concern about the expenditure of nearly half-million dollars into the foreseeable future. Of particular concern is the future fiscal impact and ability to cover other expenses envisioned in the surcharge.

Member Meyer recalled that this was established as maintenance rather than a full data entry function originally.

Ms. Khimji pointed out that the technology has grown over time and that GIS equipment is now being added to all vehicles or otherwise embedded in the vehicle. Given the continued growth in the region the GPS is a requirement for public safety response. Ms. Khimji pointed out that this will be an ongoing process as technology continues to improve.

Member Kenneston voiced his concern about continuing to fund positions to the point of not being able to fund the costs the surcharge was intended to cover.

It was moved by Member Rose-Brown, seconded by Member McEvers, to approve the reimbursement of staff salary supporting E911 GIS Database update and maintenance services for Fiscal Year 2019-2020 – City of Reno (\$175,212.00), City of Sparks (\$103,231.00), and Washoe County (\$170,397.69); for a total not to exceed (\$448,839.93). The motion carried: Member Kenneston dissenting; and Member Deighton absent.

- 8. REQUEST FOR TRAVEL AND TRAINING FUNDING FOR CITY OF SPARKS POLICE DEPARTMENT** [For possible action] A review, discussion and possible action to approve, deny or otherwise modify a request for funding for the costs associated with two staff members to attend the Central Square 2019 Conference for a cost not to exceed \$6,000.00 for travel, registration, seminars, and meetings.

Doug Campbell – Sparks Police Department, provided an overview of the request to send two City of Sparks Police Department staff members to attend the Central Square 2-19 Conference.

There were no public comments.

Responding to Member Meyer's inquiry about the attendees, Member Campbell stated that the attendees would be Member Lisa Rose-Brown and him.

It was moved by Member Meyer, seconded by Member Bassi, to approve the City of Sparks, Police Department to send two staff members to the Central Square 2019 Conference at a cost not to exceed \$6,000.00 for travel, registration, seminars, and meetings. The motion carried; Member Deighton absent.

- 9. PURCHASE OF RADIO CONSOLES FOR WASHOE COUNTY SHERIFF'S OFFICE COMMUNICATIONS DIVISION PSAP** [For possible action] – A review, discussion and possible action to approve, deny or otherwise modify a request for approval to purchase (3) additional Harris Daily Wells Symphony radio console equipment for use by the Washoe County PSAP Communications Center in the amount not to exceed \$139,443.65 and if approved, authorize the Washoe County Sheriff's Office to seek Board of County Commissioner approval of same.

Chair Venzon opened the agenda item.

Jenn Felter – Washoe County, outlined the purchase request for three (3) new consoles one of which will replace the existing Supervisor Console. Ms. Felter noted that the City of Reno has allowed Washoe County to use one of their consoles that can also be used for training.

There were no public comments.

Responding to Member Rose-Brown's inquiry, Quinn Korbolic - Washoe County Technology Services, explained that consoles are included in the budget.

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Member Rose-Brown noted that the City of Sparks would need to expand by four positions in the next fiscal year and suggested that a future agenda item combine the requests.

It was moved by Member Kenneston, seconded by Member Meyer, to approve purchase (3) additional Harris Daily Wells Symphony radio console equipment for use by the Washoe County PSAP Communications Center in the amount not to exceed \$139,443.65 and if approved, authorize the Washoe County Sheriff's Office to seek Board of County Commissioner approval of same. The motion carried: Member Deighton absent.

10. FISCAL YEAR 2019-2020 BUDGET PROPOSAL [For possible action] A review, discussion and possible action to recommend that the Board of County Commissioners approve and/or approve with modifications the proposed FY 2019-2020 E911 budget.

Quinn Korbolic – Washoe County Technology Services, provided an overview of the 2019-2020 budget drawing attention to the planned expenditures for each agency for consoles, body cameras and other expenses. Mr. Korbolic commented that expenditures look to be approximately \$3.6-million with revenues of \$5.1-million leaving a \$3.5-million carry-over. Additionally, the budget includes a \$845,000.00 carry-over from the previous fiscal year.

Ms. Khimji noted that a request to refresh 5-year old equipment will be brought forward in the next fiscal year. It is estimated that at minimum the refresh will cost about \$300-million.

During the discussion it was noted that it may be difficult if not impossible to continue to fund salary reimbursements with 911 funds without an increase in the sur-charge. Other discussion noted the need to fund a back-up PSAP either stand alone or part of an existing facility. It was noted that once the surcharge fund has a balance of \$5-million I will need to be reduced. Therefore, it is prudent to move forward with the back-up PSAP project.

There were no public comments.

It was moved by Member Campbell, seconded by Member Meyer, to recommended that the Washoe County Board of County Commissioners approve the 2019-2020 Fiscal Year budget as presented. The motion carried: Member Deighton absent.

11. REQUEST FOR REIMBURSEMENT OF HARDWARE, NETWORK AND EQUIPMENT RELATED COSTS [For possible action] – A review, discussion and possible action to approve, deny or otherwise modify the following funding requests: 1) \$20,000 - the remaining fiscal year payments to date (not previously requested) and to the end of the fiscal year for the dedicated internet line through Charter; 2) \$250; The one-time \$250 installation cost which was not requested previously from Charter; 3) \$2,100 - Installed internet connections on the "SWAT" building where the external Wi-Fi antennas are being mounted to allow the offload of data from vehicle cameras; 4) \$3,120 & \$3,915; Purchase of more user licenses to meet "unknown" needs from Axon; 5) \$12,923; Purchase of more body cameras to meet "unknown" needs from Axon; 6) \$600; license for additional server for fleet camera system from Axon; 7)

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\$67,520; purchase of fleet cameras from Axon; 8) \$67,706.30; purchase of vehicle modems to run fleet system related to Fleet and Body Worn Camera systems for the City of Sparks - at a total cost not to exceed \$178,134.30.

Chris Crowthorn – City of Sparks, noted that item one should be \$18,000.00 rather than \$20,000.00 and had originally included a \$2,000.00 payment to Charter for a 1-gigabyte line. Mr. Crowthorn noted that there were other items that he was unaware of initially that are included in this request. It is anticipated that the body work cameras and fleet installation will be completed by the next meeting.

There were no public comments.

It was moved by Member Campbell, seconded by Member Bassi to approve the following funding requests: 1) \$18,000 - the remaining fiscal year payments to date (not previously requested) and to the end of the fiscal year for the dedicated internet line through Charter; 2) \$250; The one-time \$250 installation cost which was not requested previously from Charter; 3) \$2,100 - Installed internet connections on the “SWAT” building where the external Wi-Fi antennas are being mounted to allow the offload of data from vehicle cameras; 4) \$3,120 & \$3,915; Purchase of more user licenses to meet “unknown” needs from Axon; 5) \$12,923; Purchase of more body cameras to meet “unknown” needs from Axon; 6) \$600; license for additional server for fleet camera system from Axon; 7) \$67,520; purchase of fleet cameras from Axon; 8) \$67,706.30; purchase of vehicle modems to run fleet system related to Fleet and Body Worn Camera systems for the City of Sparks - at a total cost not to exceed \$176,134.30. The motion carried: member Deighton absent.

The meeting recessed at 3:07 p.m. and reconvened at 3:11 p.m.

12. FUNDING REQUEST – CITY OF SPARKS REIMBURSEMENT FOR THE PURCHASE OF 20 PLANTRONICS HEADSETS [For possible action] – A review, discussion and possible action to approve, deny or otherwise modify a request for reimbursement for the costs associated with purchasing twenty (20) Plantronics headsets at a cost not to exceed \$1,534.50.

Lisa Rose-Brown – City of Sparks, noted that this request is for a replacement and refresh of 20 headsets.

There were no public comments.

It was moved by Member Bassi, seconded by Member Hansen, to approve the City of Sparks request for reimbursement for twenty (20) headsets at a cost not to exceed \$1,534.50. The motion carried: member Deighton absent.

13. FUNDING REQUEST – CITY OF RENO PRO-QA PRIORITY DISPATCH FUNDING FOR CITY OF RENO PUBLIC SAFETY DISPATCH [For possible action] – A review, discussion and possible action to approve, deny or otherwise modify a request for funding for the Reno Public Safety Dispatch for the ProQA-Priority Dispatch Medical Software licensing, training,

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quality assurance, support and accreditation associated with implementing Emergency Fire Dispatch (EFD) services in an amount not to exceed \$125,475.00.

Jenny Hansen – City of Reno, noted that there is a discrepancy of \$25,000.00 in the amount of the request, which she will bring back to the next meeting for reimbursement.

Elaina Hooper – City of Reno, provided an overview of the request that will maintain the integrity of the CAD system and enable the center to use tried and true platforms for quality dispatch services.

There were no public comments.

Member Meyer recalled previous discussion and a recommendation to tag on to the Washoe County license. Member Meyer noted his concerns about why the City is not tagging onto the Washoe County license.

Ms. Hooper explained that there is not a consolidated dispatch for police, fire and other emergency services, which maintain a secure network. Therefore, it is recommended that the City maintain its own license separate from Washoe County to avoid a potential risk of loss of service by tagging onto the County's license.

Member Hansen noted that the City of Reno maintains the CAD system and switch and recommended that the request be approved.

Member Meyer expressed his appreciation for the update and stated he would like to see all three entities on the EMT, EFD and tie dispatch ability and information that he believes benefits the residents and others.

Member Hansen noted that this is the first request as the City moves forward with fire and emergency medical.

It was moved by Member Meyer, seconded by Member Campbell, to approve funding for the Reno Public Safety Dispatch for the ProQA-Priority Dispatch Medical Software licensing, training, quality assurance, support and accreditation associated with implementing Emergency Fire Dispatch (EFD) services in an amount not to exceed \$125,475.00. The motion carried: Member Deighton absent.

- 14. 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., March 21, 2019.

The March 21, 2019 meeting agenda may include, but is not limited to: 1) request for the balance of funding for Pro-QA in the amount of \$25,000.00; and 2) recurring update on the implementation and installation of body cameras; and 3) Discussion of potential alternate PSAP sites.

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Member Hansen suggested a standing agenda item to provide an overview of current / future 9-1-1 technologies and location-based services for public safety.

Chair Venzon noted that the one thing to keep in mind is the 5-year Master Plan and the need to focus on the goals sooner rather than later.

15. PUBLIC COMMENT [Non-action item]

Corey Solferino – Washoe County Sheriff's Office, expressed his desire to present an update on the fleet integration of body cameras.

16. ADJOURNMENT [Non-action item]

Chair Venzon adjourned the meeting at 3:24 p.m.

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