

DATE: February 21, 2019
TO: 9-1-1 Emergency Response Advisory Committee
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THROUGH: Jenny Hansen, Assistant Director, City of Reno Public Safety Dispatch

SUBJECT: FUNDING REQUEST – Four (4) WEST POWER 9-1-1 LAPTOP CALL HANDLING WORKSTATIONS FOR REGIONAL USE THROUGH THE CITY OF RENO PUBLIC SAFETY DISPATCH PSAP – A review, discussion and possible action to approve, deny or otherwise modify a request for initial purchase of four (4) West Laptop Power 9-1-1 Call Handling Workstations and an increase in annual contract expenditures of the Washoe Great Migration Service Contract for technical support and maintenance of each of the four (4) West Laptop Power 9-1-1 Call Handling Workstations. Initial Purchase of the four (4) West Laptop Power 9-1-1 Call Handling Workstations: Not to Exceed: \$ 6,360.00 and increase the annual contract expenditures of the Washoe Great Migration Service Contract for West technical support and maintenance of the four (4) Laptop Workstations: Not to Exceed an annual increase of: \$ 6,360.00.

SUMMARY

FOR PRIMARY PSAP (Public Safety Answering Point) CITY OF RENO PUBLIC SAFETY DISPATCH:

A review, discussion and possible action to approve, deny or otherwise modify a request for funding the City of Reno Public Safety Dispatch PSAP to implement the use of four (4) West Power 9-1-1 Laptop Call Handling Workstations, not to exceed initial purchase of: \$ 6,360.00.00 and increase of expenditures through the Washoe Great Migration Service Contract, not to exceed: \$ 6,360.00.00 annually.

NRS APPLICABLE:

NRS 244A.7645 Provides approval of costs associated with purchasing, leasing or renting the equipment and software necessary to operate the enhanced telephone system, including, without limitation, equipment and software that identify the number or location from which a call is made, upgrade and replacement of equipment necessary for the operation of the enhanced telephone system.

STAKEHOLDER REVIEW(s)

Stakeholders are the area primary Public Safety Answer Points (PSAP) – City of Reno Public Safety Dispatch, City of Sparks Emergency Communications and Washoe County Sherriff's Office Emergency Communications.

PREVIOUS ACTION & BACKGROUND

No previous action.

BACKGROUND

In January 2018 the City of Sparks Public Safety Dispatch PSAP experienced a critical outage of dispatching services via CAD (computer aided dispatch) during a planned server maintenance that resulted in server failure and fiber-optic disconnect. Sparks PSAP was able to move operations to the Regional Emergency Communications Center (back-up site) that houses the City of Reno and the Washoe County Sheriff's PSAPs. Sparks PSAP personnel occupied two Reno workstations and one Washoe County workstation for a period of nearly nine hours.

In an after action report and review of this incident it was revealed that the addition of four Sparks personnel resulted in a noticeable rise in room temperature. This placed existing CPU's and radio consoles in danger of overheating. Also, a noticeable rise in noise level that bordered on a working environment not conducive to clear communication of critical incidents between dispatchers, citizens and field personnel.

After this event, coupled with the gradual increase in staffing to accommodate call volume in all three PSAPs, there is a noted need to mitigate current terminal availability and center space in the event of PSAP evacuation to alternate sites. These Power 9-1-1 Laptop workstations open the possibility to staff command vehicles, administrative work spaces and even alternate sites in the event pre-determined sites are not available. Each PSAP would be able to use these laptop workstations to maintain 9-1-1- and non-emergency call taking services for their respective jurisdictional populations.

PRODUCT DESCRIPTION:

Software VPN for remote laptop--based call handling positions

A Laptop based Power 911 position can be used at either home PSAP or at a remote internet location. Both the home PSAP and the remote internet location have secure connectivity to the Internet.

Functionality outside the home PSAP is simple. Move the laptop to the alternate location, connect Sonic to laptop (via USB) and headset (via standard jack), power up, establish the Internet connection on the laptop, log into the Soft VPN client, login to Power 911 and use as a call handling position.



FISCAL IMPACT

The Enhanced 9-1-1 Fund is a special revenue fund which receives revenue pursuant to NRS 244A.7643 in the form of telephone surcharges collected to support the emergency reporting system.

RECOMMENDATION

It is recommended that the E911 Emergency Response Advisory Committee approve the request for funding the initial purchase and subsequent increase in annual expenditures through the Washoe Great Migration Contract for on-going technical support and service for the costs associated with implementing use of the four (4) West Power 9-1-1 Laptop Call Handling Workstations, not to exceed initial purchase of: \$ 6,360.00 and increase of expenditures through the Washoe Great Migration Service Contract, not to exceed: \$ 6,360.00 annually.

POSSIBLE MOTION

Move to approve that the E911 Emergency Response Advisory Committee approve the request for funding the initial purchase and subsequent increase in annual expenditures through the Washoe Great Migration Contract for on-going technical support and service for the costs associated with implementing use of the four (4) West Power 9-1-1 Laptop Call Handling Workstations, not to exceed initial purchase of: \$ 6,360.00.00 and increase of expenditures through the Washoe Great Migration Service Contract, not to exceed: \$ 6,360.00.00 annually.