

911 Emergency Response Advisory Committee

Draft Minutes

Thursday, October 8, 2020 ~ 1:30 P.M.

Meeting held via teleconference.

MEMBERS

Blaine Beard, Washoe County, Chair
Shawn McEvers, City of Sparks, Vice Chair
Doug Campbell, City of Sparks
Gregg Deighton, City of Reno
Alexander Kukulus, Washoe County
Tracy Moore, Washoe County School District
Jamie Rodriguez, Washoe County
Lisa Rose-Brown, City of Sparks
Mac Venzon, City of Reno
Jeff Voskamp, City of Reno

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

It was noted that Mac Venzon had retired. An appointment had been made by the City of Reno but the information had not yet been conveyed to Washoe County or the Committee.

PRESENT:

Blaine Beard	Washoe County (Sheriff)
Doug Campbell	City of Sparks (Municipal Court)
Alexander Kukulus	Washoe County (At-Large)
Tracy Moore (arrived 2:39 p.m.)	Washoe County School District
Jamie Rodriguez	Washoe County (At-Large)
Lisa Rose-Brown	City of Sparks (Police)
Jeff Voskamp	City of Reno (At-Large)

ABSENT:

Shawn McEvers	City of Sparks (At-Large)
Gregg Deighton	City of Reno (Municipal Court)
Mac Venzon	City of Reno (Police)

Also in attendance: Lindsay Liddell, Washoe County Deputy District Attorney

2. **PUBLIC COMMENTS** [Non-action item] – Comment heard under this item will be limited to three (3) minutes per person and may pertain to matters both on and off the 911 Emergency Response Advisory Committee agenda.

Roy Halterman, Intrado, introduced Intrado Vice President Tim Betsch who spoke to the details of the September 28, 2020, outage event. Mr. Betsch shared that the outage was the result of planned two-day event to add several Global Traffic Managers (GTM) in preparation for a move from one data center to another. The outage occurred on the second, higher risk day due to an unexpected issue with the F5 vendor. Unbeknownst to the Intrado team, the old and new servers became synced unexpectedly. The old GTM continued to process initially for about an hour. The calls began to fail at approximately 4:07 p.m. until the traffic could be rerouted at approximately 4:47 p.m. The behavior of the device was not documented or warned of and Intrado is now working with the manufacturer to correct this within their system.

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He stated Intrado's performance leading to this outage was unacceptable and apologized for any issues that occurred as a result. Intrado is under a change freeze with a higher rigor of change management put into place moving forward. This was not related to the Microsoft outage.

3. **APPROVAL OF JULY 16, 2020, MINUTES** [For Possible Action] – Committee members may identify any additions or corrections to the draft minutes as transcribed.

Jamie Rodriguez, Washoe County moved to approve the draft May 21, 2020, meeting minutes; Blaine Beard, Washoe County, provided the second. There was no response to the call for Committee or public comment. Upon the call for a vote, the minutes were unanimously approved as written.

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

Sara DeLozier, Washoe County Technology Services, presented the Financial Summary dated September 30, 2020. The forecast was based on two months of contributions; there was consideration of moving to a different model to better forecast the revenue surcharge for the year. In response to a previous committee request, also included was a list of the FY21 expected reimbursements. She asked that any included in the list that agencies aren't going to move forward with, please let her know. In response to questions, it was clarified that the highlighted areas without an approval date would still need the noted approval from either this Committee and/or the BCC. Jamie Rodriguez, Washoe County, asked at what point the Committee will need to address being over the \$5 million balance limit. Quinn Korbolic, Washoe County Technology Services, spoke to his understanding of the expectation that if the unencumbered balance exceeds the maximum at the end of any fiscal year, it would be then that the BCC would need to evaluate reduction of the surcharge. Staff was working with stakeholders to identify any projects that may be eligible for the Committee's consideration and how best to manage the expected overage.

Jamie Rodriguez, Washoe County moved to accept the Financial Summary; Blaine Beard, Washoe County, provided the second. There was no response to the call for further Committee comment or the call for public comment. Upon the call for a vote, the Financial Summary was accepted unanimously.

5. **Consent Items [For Possible Action]**

- 5a. **REQUEST FOR TRAINING FOR WASHOE COUNTY SHERIFF'S OFFICE COMMUNICATION PSAP – IAED EMD/EPD/EFD CERTIFICATIONS** [For Possible Action] – A review, discussion and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with International Academy of Emergency Dispatching EMD/EPD/EFD call taking online software training and certification or recertification for Washoe County Communications staff members in an amount not to exceed \$7,500.

- 5b. **REQUEST FOR TRAINING AND TRAVEL FOR WASHOE COUNTY PUBLIC SAFETY DISPATCH PSAP – IAED NAVIGATOR 2021** [For Possible Action] – A review, discussion and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with sending two attendees to the Navigator

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IAED 2021 Pre-Conference and Conference currently scheduled, but subject to change, in Las Vegas, Nevada, on April 26-28, 2021, in an amount not to exceed \$8,000.

- 5c. REQUEST FOR TRAINING AND TRAVEL FOR WASHOE COUNTY PUBLIC SAFETY DISPATCH PSAP – NENA 2021** [For Possible Action] – A review, discussion and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with sending two attendees to the NENA 2021 Conference currently scheduled, but subject to change, in Columbus, Ohio, June 26-July 1, 2021, in an amount not to exceed \$9,000.
- 5d. CODE RED FUNDING REQUEST** [For Possible Action] – A review, discussion and possible action to make a recommendation to approve, deny or otherwise modify a request to fund additional minutes for the Code Red Reverse 911 System in FY21, \$5,000, and to reimburse for costs incurred by adding additional minutes for CodeRed in FY20, \$5,000, for a total not to exceed \$10,000.
- 5e. REQUEST FOR REIMBURSEMENT FOR CITY OF SPARKS PUBLIC SAFETY DISPATCH PSAP – LAPTOPS** [For Possible Action] – A review, discussion and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with the purchase of eight (8) laptops to operate four (4) remote Harris radio workstations and four (4) remote Tiburon workstations, and necessary accessories for an amount not to exceed \$9,400.
- 5f. REQUEST FOR REIMBURSEMENT FOR THE WASHOE COUNTY SCHOOL DISTRICT – BODYWORN CAMERA EQUIPMENT** [For Possible Action] – A review, discussion and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with four (4) rapid lock mole mounts in an amount not to exceed \$146.10.

It was confirmed that the conference requests included the possibility of travel expenditures. There were no changes to the Consent Agenda. Jamie Rodriguez, Washoe County, moved to approve the Consent Agenda; Blaine Beard, Washoe County, provided the second. There was no response to the call for Committee comment or public comment. Upon a call for a vote, the motion carried unanimously.

End of Consent Items

Funding Requests – Bodyworn Camera Related

- 6. REQUEST FOR REIMBURSEMENT FOR CITY OF SPARKS POLICE DEPARTMENT - ADDITIONAL FLEET CAMERAS** [For Possible Action] – A review, discussion and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with the purchase of four (4) fleet cameras, modems, and related equipment for four (4) new patrol vehicles not previously in inventory, for a total not to exceed \$14,750.48.

Jamie Rodriguez, Washoe County, moved to approve the to reimburse the costs associated with the purchase of four (4) fleet cameras, modems, and related equipment for four (4) new patrol vehicles not previously in inventory, for a total not to exceed \$14,750.48; Blaine Beard, Washoe

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County, provided the second. There was no response to the call for Committee discussion and no response to the call for public comment. Upon a call for a vote, the motion carried unanimously.

7. **REQUEST FOR REIMBURSEMENT FOR WASHOE COUNTY SHERIFF'S OFFICE – BODYWORN CAMERA AXON CONTRACT, YEAR FOUR** [For Possible Action] – A review, discussion and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with Washoe County's Axon contract, year four, for the agency's bodyworn camera program, in an amount not to exceed \$227,889.

Jamie Rodriguez, Washoe County, moved to approve the request to reimburse the costs associated with Washoe County's Axon contract, year four, for the agency's bodyworn camera program, in an amount not to exceed \$227,889; Doug Campbell, City of Sparks, provided the second. There was no response to the call for Committee discussion and no response to the call for public comment. Upon a call for a vote, the motion carried unanimously.

8. **REQUEST FOR REIMBURSEMENT FOR WASHOE COUNTY SHERIFF'S OFFICE – BODYWORN CAMERA AXON CONTRACT, YEAR TWO (November 2019 Addition)** [For Possible Action] – A review, discussion and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with the November 2019 amendment to the Washoe County Axon contract, year two, for the agency's bodyworn camera program, in an amount not to exceed \$359,573.

It was confirmed that this was for the addition of Jail personnel. Jamie Rodriguez, Washoe County, moved to approve the request to reimburse the costs associated with the November 2019 amendment to the Washoe County Axon contract, year two, for the agency's bodyworn camera program, in an amount not to exceed \$359,573; Doug Campbell, City of Sparks, provided the second. There was no response to the call for Committee discussion and no response to the call for public comment. Upon a call for a vote, the motion carried unanimously.

9. **REQUEST FOR REIMBURSEMENT FOR WASHOE COUNTY SHERIFF'S OFFICE – BODYWORN CAMERA SWAT EQUIPMENT UPGRADES** [For Possible Action] – A review, discussion and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with Washoe County's Axon body worn camera equipment upgrades necessary for SWAT, in an amount not to exceed \$12,056.

Jamie Rodriguez, Washoe County, moved to approve the request to reimburse the costs associated with Washoe County's Axon body worn camera equipment upgrades necessary for SWAT, in an amount not to exceed \$12,056; Doug Campbell, City of Sparks, provided the second. There was no response to the call for Committee discussion and no response to the call for public comment. Upon a call for a vote, the motion carried unanimously.

Funding Requests – Training and Travel

10. **REQUEST FOR TRAINING AND TRAVEL FOR WASHOE COUNTY PUBLIC SAFETY DISPATCH PSAP – CENTRAL SQUARE 2021** [For Possible Action] – A review, discussion and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with sending three attendees to the Central Square 2021

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Conference currently scheduled, but subject to change, in Nashville, Tennessee, March 14-17, 2021, in an amount not to exceed \$12,000.

Jamie Rodriguez, Washoe County, moved to approve the to reimburse the costs associated with sending three attendees to the Central Square 2021 Conference currently scheduled, but subject to change, in Nashville, Tennessee, March 14-17, 2021, in an amount not to exceed \$12,000; Blaine Beard, Washoe County, provided the second. There was no response to the call for Committee discussion and no response to the call for public comment. Upon a call for a vote, the motion carried unanimously.

Funding Requests – Other

11. **REQUEST FOR REIMBURSEMENT FOR CITY OF RENO PUBLIC SAFETY DISPATCH PSAP – PROQA FOR EMERGENCY MEDICAL DISPATCH** [For Possible Action] (Continued from July 16, 2020 agenda) – A review, discussion and possible action to make a recommendation to approve, deny, or otherwise modify a request to reimburse the costs associated with a ProQA for Priority Dispatch Medical Software licensing, training, quality assurance, support and accreditation associated with implementing a robust Emergency Medical Dispatch (EMD) services, in an amount not to exceed \$151,000.

Rishma Khimji, City of Reno Information Technology Department, noted the delay of consideration was to allow for legal review by the Committee's counsel. Lindsay Liddell, Washoe County Deputy District Attorney, indicated she had shared a memo with the Committee members stating the County's positions. When asked for details of the memo, DDA Liddell noted she could not share that due to attorney-client privilege but if there were members wishing to waive that privilege, they could share.

Jamie Rodriguez, Washoe County, voiced concern that the City of Reno had not appeared to have sought to cooperation with REMSA on this matter, and that the franchise agreement in question at the last meeting was not one any of the Committee members agencies were party to. In response, Rishma Khimji, City of Reno Information Technology Department, indicated there had been effort made to involve REMSA in the conversations for this product. She noted that Item 12 of this agenda was a request for the same product for Washoe County and that the request from the City of Reno was to provide the same opportunity for the City of Reno to automate the questioning and services to Reno callers, adding that the City of Reno does not view the request as in violation of the agreement.

Ms. Rodriguez noted that Washoe County had worked with REMSA to get the agreement in place for Gerlach and North Lake Tahoe; it was done in coordination not under threat of lawsuit. She maintained concern with the position the Committee and Washoe County was being in put in.

Jeff Voskamp, City of Reno, shared there had been numerous discussions of adding this product over the years citing seven studies that had been conducted over the years with a recommendation to add the EMD service. He stressed that it is the purview of this Committee to determine the appropriateness of this request to be funded by the surcharge fund.

Alexander Kukulus, Washoe County, chose to share the conclusion of the memo dated September 25, 2020, provided to the Committee members on this matter and read that portion into the record:

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“It is likely that reimbursement to the City of Reno for EMD software is a lawful use of 911 telephone surcharge funds under the statutes and ordinances that define the permissible uses of those funds. The Committee must be satisfied that the EMD software is necessary for City of Reno’s 911 telephone system. The advice set forth above is merely a guide to understand the narrow legal question at issue; regardless of legality, the determination as to whether to actually recommend reimbursement for City of Reno’s EMD software is solely within the Committee’s discretion. Believe –the this is a permissible use of funds.”

Mr. Kukulas added that it had not seemed like the practice of the Committee to questions the need for a request so long as a determination could be made that the request was a legal and reasonable use of the funds. He added that the current system of call-taking distribution is largely based on what tower the call hits with the vast majority of calls initially handled by the City of Reno call-takers, creating a difference in experience depending on the tower routing.

Adam Heinz, REMSA, spoke to the relationship with Washoe County to provide service to Incline Village and the tribal lands. He stressed that the request was not “necessary” as the service is provided by REMSA to all residents without any tax subsidization and is internationally recognized as a leader in dispatch services.

Aaron Abbott, REMSA, noted there was no change in the stance of REMSA since the July 16 meeting and argued that this request was not a function of the telephonic system. He noted the Washoe County Ordinance notes a plan to guide for the enhancement of the County’s 911 system to serve as a guide for the funds and that he was not aware of Reno City Council action to vote or direction staff action on this.

Ms. Rodriguez shared she would be supporting the motion but wanted to have her earlier comments on record and provide for some understanding of what had gone into the request; and, that the BCC would also need to approve this expenditure.

Jeff Voskamp, City of Reno, moved to approve the to reimburse the costs associated with a ProQA for Priority Dispatch Medical Software licensing, training, quality assurance, support and accreditation associated with implementing a robust Emergency Medical Dispatch (EMD) services, in an amount not to exceed \$151,000; Alex Kukulus, Washoe County, provided the second. There was no further Committee discussion or further response to the call for public comment. Chair Beard requested a roll-call vote. Present for the vote were Blaine Beard, Doug Campbell, Alex Kukulas, Jamie Rodriguez, Lisa Rose-Brown and Jeff Voskamp. Upon a call for action on this matter, all members present voted in favor of approving the request.

- 12. REQUEST FOR FUNDING FOR WASHOE COUNTY SHERIFF’S OFFICE COMMUNICATION PSAP – ProQA** [For Possible Action] – A review, discussion and possible action to make a recommendation to approve, deny, or otherwise modify a request to fund the costs associated with renewal of International Academy of Emergency Dispatching - Emergency Service Plan (ESP) Platinum Package, which maintains licensing, updates, and customer support of Police, Fire, and Medical call taking software in an amount not to exceed \$34,560.

Alex Kukulas, Washoe County, moved to approve the request to fund (reimburse) the costs associated with renewal of International Academy of Emergency Dispatching - Emergency Service Plan (ESP) Platinum Package, which maintains licensing, updates, and customer support of Police, Fire, and Medical call taking software in an amount not to exceed \$34,560; Blaine Beard, Washoe

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County, provided the second. There was no response to the call for Committee comment and no response to the call for public comment. Upon a call for a vote, the motion carried unanimously.

- 13. INTRADO, INCORPORATED SERVICE ORDER [For Possible Action]** - A review, discussion and possible action to make a recommendation to accept the Intrado, Incorporated Service Order amending and replacing all current Intrado, Incorporated service orders and change requests for Washoe County Regional 911 Emergency Response with a one-time cost of \$142,718, a monthly recurring cost of \$95,339, or \$1,144,068 annually and a term of one-hundred-forty-four (144) months from the order effective date; and recommend that the Board of County Commissioners approve the Service Order.

Quinn Korbolic, Washoe County Technology Services, shared that this proposed item would continue service with the existing vendor for call-routing and call-taking services for all three agencies for 12 more years. With the current vendor, the existing vendor had offered to provide each of the PSAPs with mobile call-taking workstations for the one-time cost of \$142,718, waiving the reoccurring monthly fee resulting in over \$1 million in savings over the course of the contract term. Additionally, the contract outlines pricing for future expansion. There is not a substantial change to the current services provided or the monthly fee. He indicated he had reached out the PSAPs to ensure satisfaction with the current vendor before moving forward. Lisa Rose-Brown, City of Sparks, shared that the vendor goes above and beyond noting the two local service technicians had been present through their installation of a new UPS. Rishma Khimji, City of Reno Information Technology Department, shared appreciation for the work done to renew the contract and for the mobile equipment that is being provided.

Jamie Rodriguez, Washoe County, moved to accept the Intrado, Incorporated Service Order amending and replacing all current Intrado, Incorporated service orders and change requests for Washoe County Regional 911 Emergency Response with a one-time cost of \$142,718, a monthly recurring cost of \$95,339, or \$1,144,068 annually and a term of one-hundred-forty-four (144) months from the order effective date; and recommend that the Board of County Commissioners approve the Service Order; Blaine Beard, Washoe County, provided the second. There was no further Committee discussion and no response to the call for public comment. Upon a call for a vote, the motion carried unanimously.

- 14. REGIONAL COMPUTER AIDED-DISPATCH (CAD) SYSTEM REPLACEMENT UPDATE [Non-action item]** – An informational update and discussion of the Regional CAD System Replacement Project.

Rishma Khimji, City of Reno Information Technology Department, introduced Project Manager Michel Dube with Federal Engineering, to provide an update on the CAD RFP process. Mr. Dube shared that the initial meeting occurred on August 20 for all three of the components (CAD, Jail Management System and the Records Management System). A Project Schedule and Project Control document (plan) have been drafted and data collection through stakeholder interviews and observations has been completed as of October 1, 2020. Next, a high-level needs assessment memo would be drafted, followed by a gap analysis. The project is on schedule with no anticipated deviations; additionally, monthly status updates are being provided.

Jamie Rodriguez, Washoe County, requested the timeline be shared with the Committee.

[Tracy Moore, Washoe County School District, joined the meeting at approximately 2:39 p.m.]

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15. **EMERGENCY 911 FIVE-YEAR MASTER PLAN UPDATE** [Non-action item] – An informational update on the update of the Regional 911 Five-Year Master Plan.

Quinn Korbolic, Washoe County Technology Services, shared that after the Committee's recommendation to move forward with an update, the Board of County Commissioners took action to initiate it. A Request for Quotes had been issued with a response deadline of October 9, 2020. The responses will include a statement of work and background information for each company submitting. Over the next few weeks, work will be done to review and score the responses. He indicated he would reach out to various stakeholders for their involvement. It was expected that an item would be on the November agenda to review the results of the scoring and make a recommendation to the Committee.

16. **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 for November 19, 2020, 1:30 p.m.

There were no requests for future agenda items.

17. **PUBLIC COMMENT** [Non-action item] – Comment heard under this item will be limited to three (3) minutes per person and may pertain to matters both on and off the 911 Emergency Response Advisory Committee agenda.

There was no response to the call for public comment.

18. **ADJOURNMENT** [Non-action item]

The meeting adjourned at 2:48 p.m.