



WASHOE COUNTY

Integrity Communication Service

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STAFF REPORT

BOARD MEETING DATE: August 31, 2020

DATE: Friday, August 28, 2020

TO: Board of County Commissioners

FROM: Quinn Korbolic, Acting Chief Information Officer, Technology Services, 775-328-2348, qkorbolic@washoecounty.us
On behalf of the 911 Emergency Response Advisory Committee

THROUGH: Christine Vuletich, Assistant County Manager

SUBJECT: Recommendation to update the 911 Emergency Response Five-Year Master Plan to include, but not be limited to, inclusion of a plan for Public Safety Answering Point (PSAP) back-up sites, a Computer Aided Dispatch upgrade, and modifications to NRS from the 2019 Nevada State Legislature, as recommended by the 911 Emergency Response Advisory Committee on July 16, 2020. Technology Services. For Possible Action. (All Commission Districts)

SUMMARY

On July 16, 2020, the 911 Emergency Response Advisory Committee (“911 Committee”) recommended that the Board of County Commissioners direct County staff to update the 911 Emergency Response Five-Year Master Plan. The current 911 Emergency Response Five-Year Master Plan was adopted in 2018 and expires in 2023 but does not reflect recent and substantial decisions related to the 911 system or portable event recording devices made by the 911 Committee or other entities. The updated Five-Year Master Plan would include a plan and analysis of Public Safety Answering Point (PSAP) back-up sites, a Computer Aided Dispatch (CAD) upgrade and related fiscal impacts, changes related to portable event recording devices, and associated modifications to NRS at the 2019 Nevada Legislature.

NRS 244A.7643.2 states that a board of county commissioners may not impose a surcharge unless the board first adopts a 5-year master plan for the enhancement of the telephone system for reporting emergencies in the county or for the purpose of purchasing and maintaining portable event recording devices and vehicular event recording devices, as applicable. The master plan must include an estimate of the cost of the enhancement of the telephone system or of the cost of purchasing and maintaining portable event recording devices and vehicular event recording devices, as applicable, and all proposed sources of money for funding those costs. For the duration of the imposition of the surcharge, the board shall, at least annually, review and, if necessary, update the master plan.

This report serves as the Washoe County Board of County Commissioner’s review of the 911 Five-Year Master Plan for calendar year 2020. The current Five-Year plan is

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attached. In summary, the current 911 five-year master plan meets the statutory requirements for the five-year master plan. The plan also provides a justification for the increase of the 911 Surcharge necessitated by changes to NRS enacted as a result of the 2017 Nevada Legislature. Those changes included authorization to utilize 911 surcharge funds for certain law enforcement entities to purchase portable event recording devices. The current plan also includes recommendations to plan for a PSAP back-up site, to institute a process for annual review of the Master Plan, to report regional operational metrics to the 911 committee, for the 911 Committee to adopt a mission and vision statement, and for the surcharge to be increased from \$0.25 to \$0.85 per land or mobile phone line among other recommendations.

The 911 Committee, in cooperation with regional law enforcement agencies, Washoe County staff and the Board of County Commissioners, has implemented a number of the recommendations including the increase of the 911 Surcharge as noted above; began the process of annual review of the five-year master plan; and began collection of data to support the reporting of metrics to the 911 Committee. The 911 Committee intends to create a plan for PSAP back-up sites through the update of the five-year master plan as recommended in this report.

Washoe County Strategic Objective supported by this item: Safe, Secure and Healthy Communities and Regional and Community Leadership

PREVIOUS ACTION

On September 12, 2006, upon recommendation by the 911 Committee, the Board of County Commissioners approved a contract with Matrix Consulting Group in response to Washoe County RFP No. 2545-06 for an E911 Review and Audit Report. The Board authorized Washoe County's Purchasing and Contracts Administrator to execute an agreement for the same in the estimated amount of \$49,000.

On January 8, 2008, upon recommendation by the 911 Committee, the Board of County Commissioners accepted the 911 Emergency Response Five-Year Strategic Plan prepared by the Matrix Consulting Group. It was noted that acceptance of the report did not include approval of the specific recommendations made in the report.

On June 25, 2013, upon recommendation by the 911 Committee, the Board of County Commissioners adopted the Washoe County Regional 911 Emergency Response Advisory Committee Five-Year Master Plan Update to the 911 Strategic Master Plan; and adopted the Regional 911 Emergency Response Advisory Committee Guidebook prepared by the Galena Group.

On October 10, 2017, the Board of County Commissioners adopted Ordinance No. 1601, which amended Washoe County Code ("WCC") Chapter 65 by: (1) expanding the permissible use of the 911 telephone line surcharge to include the purchase and maintenance of portable event recording devices and vehicular event recording devices, as permitted by NV SB 176 (2017); (2) clarifying the powers and duties of the 911 Committee; (3) adding definitions of "law enforcement agency", "portable event

recording device” and “vehicular event recording device”; and (4) amending the 911 Committee’s membership as required by NV SB 176 (2017).

On January 16, 2018, the Board of County Commissioners adopted the Washoe County Board of County Commissioners’ Policy for the Use of 911 Surcharge Funds for the Body Camera Mandate Set Forth in Nevada Senate Bill 176 (2017).

On January 18, 2018, the 911 Committee voted to recommend that the Board of County Commissioners adopt the current proposed Five-Year Master Plan Update that was drafted by the Galena Group, Inc. by a 6-2 vote with 1 member absent. The 911 Committee also recommended that the board increase the 911 surcharge from the previous statutorily capped maximum amount of \$0.25 per month for each customer access line/mobile telephone number to \$0.85 per month to support on-going costs for the 911 telephone system and to provide funding for SB 176’s body camera mandate.

On February 20, 2018, the Board of County Commissioners adopted the Washoe County Regional 911 Emergency Response Advisory Committee Five-Year Master Plan Update, prepared by the Galena Group Incorporated; and approved the 911 Emergency Response Advisory Committee’s recommendation to increase the 911 telephone line surcharge to \$0.85 per month for each customer access line to the local exchange of a telecommunications provider; \$0.85 per month for each telephone number assigned a customer by a supplier of mobile telephone service; and \$8.50 per month for each customer trunk line to the local exchange of a telecommunications provider.

On October 22, 2019, the Board of County Commissioners adopted an Ordinance amending Chapter 65 of the Washoe County Code expanding the permissible use of the 911 telephone line surcharge to include the purchase and maintenance of portable event recording devices and vehicular event recording devices for use by law enforcement agencies, including the Washoe County School District Police, as well as the Washoe County Department Of Alternative Sentencing, in accordance with the 2019 Nevada Legislature’s enactment of Senate Bill (“SB”) 89; by clarifying the powers and duties of the 911 Emergency Response Advisory Committee; and by amending the advisory committee membership, terms of appointment and quorum provisions; and other matters properly relating thereto.

On July 16, 2020, the 911 Emergency Response Advisory Committee recommended that the Board of County Commissioners update the 911 Emergency Response Five-Year Master Plan to include but not be limited to inclusion of a plan for Public Safety Answering Point (PSAP) back-up sites, a Computer Aided Dispatch upgrade, additional changes related to Portable Event Recording Devices, and associated modifications to NRS at the 2019 Nevada State Legislature.

BACKGROUND

In 1995, the Nevada Legislature passed SB 473, which allowed a board of county commissioners to impose a telephone line surcharge for the enhancement of the 911 telephone system for reporting an emergency in that county. In December 1995, Washoe County’s Board of County Commissioners established a telephone line surcharge and created the 911 Emergency Response Advisory Committee. The 911 Committee was

tasked with developing a plan to enhance the region's 911 system and to make recommendations to the County on expenditures of monies collected through the 911 surcharge.

In 2003, the Nevada Legislature passed AB 38, which specified that if a board of county commissioners were to impose a 911 surcharge, the board must first adopt a five-year master plan for the enhancement of the emergency telephone system.

In 2009, the Nevada Legislature passed SB 59, which requires an annual review of the five-year master plan, and if necessary, updates to the master plan. The bill also provided that the 911 surcharge fund could not exceed \$1,000,000 of unencumbered expenditures at the end of any fiscal year. If that were to happen, the board of county commissioners must reduce the surcharge by the amount necessary to ensure that the unencumbered fund balance at the end of the next fiscal year does not exceed \$1,000,000.

In 2017, the 79th Nevada Legislature passed SB 176, which:

1. Requires uniformed peace officers who routinely interact with the public to wear a portable event recording device while on duty;
2. Requires that all recordings be maintained for not less than 15 days;
3. Adds "a department, division or municipal court of a city or town that employs marshals" to the definition of "Law enforcement agency";
4. Allows for the board of county commissioners to expand the permissible use of E911 telephone line surcharge funds to be used for the purchase and maintenance of portable event recording devices and vehicular event recording devices;
5. Requires that prior to payment for any portable event recording devices or vehicular event recording devices, the county must adopt a 5-year master plan, to include an estimate of the cost for these devices and all proposed sources of money for funding these costs;
6. Makes changes to the required E911 Advisory Board membership, to include: the chief law enforcement officer (or their designee) from the county sheriff, the police departments of an incorporated city within the county, and the divisions or municipal courts of a city or town that employs marshals within the county;
7. Allows for the board of county commissioners to increase the county's 911 telephone line surcharge in an amount up to: \$1.00 per month for each customer access line to the local exchange of a telecommunications provider; \$1.00 per month for each telephone number assigned a customer by a supplier of mobile telephone service (including VoIP); and \$10.00 per month for each customer trunk line to the local exchange of a telecommunications provider.
8. Increases the statutory surcharge fund cap to \$5,000,000 at the end of any fiscal year.
9. Requires that the use of the portable event recording devices must be in effect by July 1, 2018.

In 2019, the 80th Nevada Legislature passed SB12 and SB 89.

SB12 made changes to what is a permissive use of the E911 surcharge funds to include the cost of conducting an audit of telecommunication providers in coordination of the

five-year master plan. The bill allows for funds to be use for reimbursement of personnel related to the enactment of body camera provisions from the previous session. Lastly, the bill created a priority list for how funds are to be used to clarify that to be funded first is expenses related to the enhancement of E911 and dispatch before funds can be used for born worn cameras and vehicle recording devices. This is to address that the primary purpose of the funds be the priority for the use of the funds.

SB89 expanded who the E911 surcharge funds could purchase the body worn cameras and vehicle recording devices to include both school district police as well as a department of alternative sentencing. The bill does require school district police to wear born worn cameras; the bill does not require that of alternative sentencing.

FISCAL IMPACT

If the recommendation is approved to update the 911 Emergency Response Five-Year Master Plan, the Enhanced 911 Fund (208) has sufficient budget authority in FY 21 to cover this expense thorough a formal bid process.

RECOMMENDATION

Recommendation to update the 911 Emergency Response Five-Year Master Plan to include, but not be limited to, inclusion of a plan for Public Safety Answering Point (PSAP) back-up sites, a Computer Aided Dispatch upgrade, and modifications to NRS from the 2019 Nevada State Legislature, as recommended by the 911 Emergency Response Advisory Committee on July 16, 2020.

POSSIBLE MOTION

If the Commission agrees with the 911 Emergency Response Advisory Committee's recommendation, a possible motion would be: "Move to update the 911 Emergency Response Five-Year Master Plan to include, but not be limited to, inclusion of a plan for Public Safety Answering Point (PSAP) back-up sites, a Computer Aided Dispatch upgrade, and modifications to NRS from the 2019 Nevada State Legislature, as recommended by the 911 Emergency Response Advisory Committee on July 16, 2020."