



# Douglas County

## 911 EMERGENCY SERVICES

*An Accredited Center of Excellence*

Ron Sagen - Director

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### 911 Surcharge Advisory Committee

#### Meeting Minutes

Wednesday, June 13, 2018

Board of County Commission Chambers  
1616 8<sup>th</sup> Street  
Minden, NV 89423

#### Members in Attendance:

Bruce Beamer, Chairman  
Jerald Johnson, Member  
Christine Mills, Member  
David Brady, Member

#### 1. Call to Order

Meeting was called to order by Chairman Bruce Beamer at 10:05 hours, Vice Chair Thompson was absent.

#### 2. Public Comment (No Action)

No comment; public comment is closed.

#### 3. For Possible Action. Approval of the Agenda.

Chairman Beamer called for a motion to approve the agenda. Member Mills made a motion to approve and was seconded by Member Brady. The motion was passed unanimously.

#### 4. For Possible Action. Approval of Minutes from March 21<sup>st</sup>, 2018 meeting.

Chairman Beamer asked the Board members if they had an opportunity to review the minutes; and if there are any changes, concerns or issues. Board members had no changes to the minutes. Chairman Beamer requested a motion to approve the minutes as written. Motion was approved by Member Brady and seconded by Member Mills. Motion passed unanimously.

## **5. For Discussion Only. Status of installation of the VESTA 9-1-1 system provided by AT&T.**

Ron Sagen, Director of 911 Emergency Services gave an update on the installation of the VESTA 9-1-1 in the dispatch center. All the equipment is on site, programming mode is in the conference room and the technicians are at the site today to install all the backroom equipment. Next week, we are going to start the programming and training.

Per telephone conference, Kent Ames from AT&T joined the meeting. Ames stated that the systems are being installed and is scheduled to transfer from the existing 911 systems to the new VESTA system on June 27<sup>th</sup>, 2018. This will migrate the Douglas County system to the new AT&T hosted solution. Most of the rural counties in Nevada, excluding Washoe are migrating to the system. Ames confirmed with Sagen that the State of California was presented with a quote to establish tandem to tandem trunks between Reno and Placerville; and expect them to approve it today. Ames spoke with the AT&T project manager for the Douglas County 911 system project and he will be including transfers as part of this project, so that when you transfer to South Lake Tahoe and Placerville police department and Eldorado Sheriff, they will be real 911 transfers. This will eliminate the liability that has been placed on Douglas County for those transfers and reduce the cost of the long distance calls. Ron stated that with the transfers, this would be a major improvement for the 911 delivery of calls from South Lake Tahoe and Eldorado County, for they are a majority of our 911 transfers (wireless calls), approximately hundreds of calls are transferred to South Lake Tahoe. Sagen asked Ames, if that will also reverse the transfers? For example, if South Lake PD gets one of our calls will the same traffic does it come back to us? Ames explained that each trunk is implemented as one-way trunks, it will only support the transfers from Reno to California; the main issue for California is costs. The way 911 wireless calls rout today is that they rout by cell sectors, which resides within the geography in the jurisdiction that it is assigned too.

Ames gave the following example on the current 911 wireless call on a one-way trunk:

If a 911 wireless call comes from the Eastern slope of the Sierras, the cell phone goes to full power and is access to the best cell tower available (does not have to have service on that tower). For example, a T-Mobile customer can make a 911 call on the Eastern slope of California facing towards Nevada and that call hits the tower that resides in Nevada that is bound to Douglas County, that call is answered in Douglas County and now will be transferred into a 911 call back to California. The burden is on Douglas County, even though California understands that it is their responsibility to provide a viable 911 transfer back. There will be monthly returning charge to Douglas County for trunks going the other direction at approximately \$700 per month.

Sagen stated that we get very few transfers from California into our center. Chairman Beamer asked Ames, What is the specific cost for the reversal on the trunks for Text-2-911? Ames explained that it is a monthly recurring fee for the TCC and for the text control center. He is working with West Safety Services, text control center, that will be testing the integration with the new VESTA 911 systems (this requires a connection back to the TCC, they are the hosted 911 system). The TCC connection will be a single connection where I can share that cost across all of the PSAP that are on there (the only fee that that will be passed on is the TCC service). West Services will give a summary quote with a break out on the individual charge. Once Ames receives the quote, then he can present it to Sagen for your consideration. After the upgrade, Ames estimates a flat fee of \$200 per month for the PSAP (for a four seat license). However, Ames emphasized that if you want this

service, it must be added on to the contract. The upgrade will allow four concurrent branch connections and every position in the PSAP would have the ability to text at the same time. For example, if the fifth call comes in, the TCC will automatically down step back with a message that “x” is not available at this time, please call 911.

Chairman Beamer asked Sagen if a four-seat license will work for you. Sagen stated that we only have four wireless trunks to start with, so this works perfectly and it is a huge safety feature for us. For example, in the Voltaire Fire yesterday, the Carson City 911 center was inundated and approximately 75 “911” calls were rolled over to Douglas County. According to Sagen, Douglas County center can’t handle more than 4 trunk lines, without more people. Sagen reiterated that this is absolutely a fantastic feature.

**6. For Discussion Only. Discussion to provide staff direction regarding updates to the 911 Surcharge Advisory Committee five-year Masterplan for 2019 – 2023. The Masterplan is developed in accordance with NRS 244A.7643, NRS 244A.7645, and Section 3.50.030 of Douglas County Code; and includes plans for the enhancement or improvement of the telephone system for reporting emergencies in Douglas County. The plan also includes cost estimates and proposed funding sources, such as the 911 telephone surcharge. Staff intends to incorporate community comments and Board direction and bring the updated Masterplan back before this Committee for final consideration and approval in September 2018.**

Ron stated that there was an error in this Agenda. This question should have been an “Action” item, but I incorrectly categorized it to “Discussion Only” item. Therefore, I would like to ask in this meeting to review the Master Plan and then the next meeting I will ask for an “Action” on the update of the Master Plan.

Member Brady had a process question. In complying with the open meeting law, does the noticing requirements require that the material be available at the same time? Brady request that the Board member have at least 3 to 4 days before the meeting to review the information. Assistant D.A. Rosser stated that the public needs to have the ability to review the information at the same time as the Board. Rosser suggested that since this is a big topic, that maybe we can have a way to publish the information prior to the meeting. Sagen will update the public process and have the information out to the public and Board members prior to the next meeting. Sagen further explained that the update will include the projected budget figures for fiscal year 2019 -2023 and will ask the Board to look at how we will fund the new budget and have recommendations to the County Commissioners on an increase to the 911 surcharge. He will provide several “options” in the Master Plan, including funding and the projected revenue. The updated Master Plan will be provided to the Board for review, and once approved will be presented to the County Commissioner for a possible increase of the 911 surcharge. Currently, there has been no action by the County Commissioners to increase the surcharge.

Member Mills requested that she is emailed the NRS and Douglas Code that is quoted in this question. Sagen will provide by email to all the Board members the requested NRS and Douglas code. In addition, he will make it a permanent copy in each of the Board member’s binders.

## **7. For Discussion Only. Staff report:**

### **a. Center telephone statistics for last Quarter and last three years.**

Sagen stated that we compiled the statistics for the last three years and there is no surprise on the data; the call volumes have gone up. With the replacement of the new 911 system, he indicated that the 911 statistics report writer is changing and he has no idea how the new system looks like or how it is going to operate. One issue with the current 911 system is that you can do yearly reports, but the reports print out on a monthly basis, therefore, you have to compile the data yourself. Sagen hopes that the new statistics reports can do yearly reports. Sagen requested some feedback or comments on the telephone statistics table. Member Mills asked if there is a way in the future to correlate the number of calls to the type? Sagen does not think that is possible, because we can't go back in the phone system in CAD. Sagen will research the information for Mills once we get the new system running. Mills suggested a division of Police, Medical and Fire will be a good starting point. Chairman Beamer believes that just knowing the public service calls between police, medical and fire will be enough for this committee.

Sagen explained the reason for the large numbers of Admin calls. We have tremendous amounts of transfers to juvenile probations, courts, Minden Inn, court house, etc....We need to do a better jobs in publicizing our direct numbers and/or having a human being answer phone calls at offices that are open between 8:00 am to 5:00 pm. Several Board members recommend a "voice" type system to direct admin calls to specific agencies. Unfortunately, that system probably would not work for the Center, because there are times when admin calls are actually emergency calls and it would be difficult in the "voice" type system to recognize those calls.

Next week, there will be training on call taker, line staff and a some administrative training. In the first week of July, Sagen will attend training for statistics report writing capabilities. By the September meeting, he should have some statistics sample for the Board members to review. Chairman Beamer would like to see that on the September 2018 Agenda. Sagen explained that it will be a standing item #7, so it will provide statistics for the members and in the future will provide the quarterly and yearly updates.

Note: There was an error on the 2018 statistics tables. The averages were incorrectly calculated and will be corrected and emailed the correct statistics for 2018 to the Board members.

### **b. Center staffing updates, including: Staff training progress, vacancy projections, and staffing impacts on 911 Center Performance.**

Sagen updated Board members on staffing, he indicated that a new hire started this week and another new hire will be starting in July 16, 2018. The two previous hires is finishing up there radio training. They should be on their own and assigned to their shift next month. Once the new hires are on board, we will have only one vacancy position to fill, hopefully we will have it filled in August or September. After September, we are projecting to be fully staffed. It has been over 6 years since we have had no vacancy positions.

**8. Public Comments (no action).**

Chairman Beamer asked for public comments. There were none.

**9. Adjourn**

Chairman Beamer requested a Motion to adjourn the meeting of June 13, 2018. Motion was made by Member Brady and seconded by Member Johnson. All in favor of adjournment; none opposed.

Meeting was adjourned at 10:40 am.