



Douglas County

911 EMERGENCY SERVICES

An Accredited Center of Excellence

Ron Sagen - Director

911 Surcharge Advisory Committee

Meeting Minutes

Monday, July 23, 2018 (Special Meeting)

Board of County Commission Chambers
1616 8th Street
Minden, NV 89423

Members in Attendance:

Bruce Beamer, Chairman
Bobbi Thompson, Vice-Chairman
Christine Mills, Member

1. Call to Order

Meeting was called to order by Chairman Beamer at 10:01 hours, Members Johnson and Brady were absent.

2. Public Comment (No Action)

No comment; public comment is closed.

3. For Possible Action. Approval of the Agenda.

Chairman Beamer made a motion to approve the agenda and was seconded by Vice-Chair Thompson. The motion was passed unanimously.

4. For Possible Action. Approval of Minutes from June 13, 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. Vice-Chair Thompson removed herself of this action due to being absent in the June 13, 2018 meeting. There was not a quorum to take action on the approval of the June 13th meeting. Therefore, this item on the agenda was tabled to the next meeting.

5. For Possible Action. Staff request approval of the “Draft 911 Surcharge Master Plan,” including a 5-year proposed budget plan contained within, recommending a change to Douglas County Ordinance 2007-1212, raising the surcharge fee applied from .25 cent per access line and \$2.50 per trunk line, up to a maximum amount of \$1 per access line and up to a maximum amount of \$10 per trunk line, in accordance with NRS 237.030 to 237.150 inclusive.

Sagen, Director of 911 communications, recommends an increase of .50 cents to the current charge for a total charge of .75 cent per access line; and also increase the trunk line to \$7.50 per trunk access line, this allows the 911 center to become “whole” with a small amount of reserve for equipment that can be purchased and funded through the 911 surcharge. It should be noted that the masterplan can be amended to include additional increases in the future; and it is up to the Board of Commissioners’ discretion to approve the changes.

Chairman Beamer recommends in the masterplan, a more detailed explanation on the following section under “Goals”, specifically the bullet point sentence on page 3 – “To ensure the 911 Equipment is meeting an adequate and proper level of service.” Sagen explained the proper level of service includes routine maintenance on the hardware, keep track and document on any issues on the 911 system (when and what the issue was and the resolution of the issue). Sagen further explained that the “proper level of service” is determined by the number of telephone calls and if we are using the system adequately. He further explained that in order to keep the “hold” calls down, we would need to either increase the personnel and/or the equipment. Therefore, by keeping track of the “hold” calls, we can measure how adequately the system is working and determine the best option to improve our calls.

In the section of the masterplan regarding “Body Camera Project” projections, Sagen is asking this Board that this section is for “discussion only” and to not take any action on the Body Camera Project. Sagen would like to keep the focus on making the 911 system “whole” to the Board of Commissioners. He is recommending removing the Body Camera Project section from the masterplan. Chairman Beamer agrees and also recommends that in a later date that the Body Camera section to be taken up at a separate time with the County Commissioners to act on.

Vice-Chair Thompson asked, if the 911 projections on expenses include staffing costs? Sagen explained that the expenses do not include 911 communications personnel; the projections data is for the use of hardware, software and licenses, which are paid for through the surcharge. The personnel costs are paid through the ad valorem tax and by the users agencies (for example, Alpine County pays for their personnel). Rosser, Deputy District Attorney, explained that by law, there is only a portion of the personnel costs that can be paid by this particular revenue source. These personnel costs include training for routine maintenance associated with the updating of the database system. Sagen will requests to the Board of Commissioners that the increase surcharge also include funds for the training budgets, not for personnel wages.

Sagen stated that the costs on the AT&T contracts in the projections are firm and will not change in this five-year masterplan. However, the Frontier centrex business lines fee may change, that is why we have a 5% annual increase built-in to the projections. Chairman Beamer recommends a reserve account for changes in future costs of technology and associated equipment.

Rosser suggested to the Board members that if there are any changes to this masterplan that it would be advised to do it in a motion. Also, she suggests that in the "Recommendation" section on page 8, that it should state a specific value (dollar amount and/or percentage amount) of increase to the 911 surcharge that will be sufficient to cover the expenses.

Chairman Beamer reiterates that he would like to have some measurements and data to explain the proper level of service as stated in the masterplan. Sagen replied that he will make the changes in the updated masterplan.

Chairman Beamer asked for public comments on this item. There were none.

Vice-Chair Thompson made a motion to approve the Masterplan with the following changes:

- Removal of any references related to the Body Camera Project.
- Discuss and recommend that there will always be a reserved account.
- To provide some matrix to identify what the standards are and that we reached them.
- Recommend an increase of .50 cent to the current 911 surcharge for a total of .75 cent per access line; and \$7.50 per trunk line.

Member Mills seconded the motion. The motion passed unanimously.

6. For Possible Action. Staff request Board recommendations and approval to issue a Business Impact Statement relating to the proposed 911 Surcharge rate increase as requested.

Vice-Chair Thompson requested a Motion to remove the above action and was seconded by Member Mills. The motion was passed unanimously.

7. Public Comments (no action).

Chairman Beamer asked for public comments. There were none.

8. Adjourn

Chairman Beamer requested a Motion to adjourn the meeting of June 23, 2018. Motion was made by Member Mills and seconded by Vice-Chair Thompson. All in favor of adjournment; none opposed.

Meeting was adjourned at 10:35 am.