

MINUTES
of the Meeting of the
Carson City
9-1-1 SURCHARGE ADVISORY COMMITTEE
July 16, 2019

The Carson City 9-1-1 Surcharge Advisory Committee held a public meeting on July 16, 2019, beginning at 8:40 a.m. in the meeting room of Fire Station No. 51, 777 S. Stewart Street, Carson City.

1. Call to Order

Chair Denise Stewart called the meeting to order.

2. Roll Call and Determination of a Quorum

Voting members present were Denise Stewart, Tina Petersen, Denise Bauer, Daniel McKeehan, and Katie Durbin which constituted a quorum.

Also present were Karin Mracek (Carson City Communications Manager), Ken Furlong (Carson City Sheriff), Kathie Heath (Carson City Sheriff's Office – *retired*), Ben Johnson (Carson City District Attorney's Office), and James Underwood (Carson City Information Technology).

3. Public Comment:

There were no public comments.

4. For Possible Action: Approval of April 16, 2019 Meeting Minutes

It was moved by Tina Petersen, seconded by Denise Bauer, with all ayes in favor that the April 16, 2019 meeting minutes be approved as submitted.

5. For Possible Action: Discussion and possible action to approve changes made to the Bylaws to reflect the current meeting schedule

It was moved by Daniel McKeehan, seconded by Katie Durbin, with all ayes in favor to approve changes made to the Bylaws to reflect the current meeting schedule.

6. Discussion and Report on Funds Collected and Expended/Obligated from the 9-1-1 Surcharge Fund (Discussion Only – No Action) (*Kathie Heath*)

Copies of the 9-1-1 surcharge financial information were distributed for review. Kathie Heath reported on expenditures in the fourth quarter. Expenditures for the quarter included the bond payment, payments to Charter, AT&T, Axon, Rave Mobility, and a purchase order was issued for the furniture in Dispatch.

Kathie reported on revenue and explained that the revenue document this Committee received shows a different amount due to the delay in reporting. The amount listed on the Financial Report is the actual amount in the system. The revenue report comes from the Treasurer's Office and the lag in time causes the fees collected number to be different because of the timing in posting these. The budgeted amount for revenue was \$500,000; the actual amount for revenue is over \$700,000. Kathie said \$700,000 will be the projected revenue amount moving forward.

Lastly, Kathie reported that the next time this Committee meets these documents will be more up to date because of a new financial system.

7. **For Possible Action: Discussion and possible action regarding an expenditure of \$4,000 annually for the implementation of Rave Command View from the 911 Surcharge Fund.** Rave Command View is necessary to help process 911 caller locations, initiate text messaging, receive profile access, and enable 911 video links, as well as access facility information. (*Karin Mracek*)

Karin Mracek reported on the Rave Command View supporting material that was distributed to the Committee. She said the item is a bit misleading as it says items are needed in order to do things listed, but some of the things listed are items Dispatch already gets with Rave. She said the document she submitted with the proposal explains this more in depth. With Rave/Smart 911 Dispatch is requesting another component which will cost \$4,000 more per year with four licenses. The \$4,000 charge per year gives Dispatch the ability to stream video through a cell phone; the dispatcher would initiate this by sending a link to the caller. Daniel McKeehan asked how this would impact the way deputies do their job. Ken Furlong said this might be helpful on the medical side because it allows the dispatcher to see the patient if the video has been opened and aid until the first responders arrive on scene. Daniel asked if there was a way a report could be ran for the year to show how much the system had been used. Karin said one of the licenses is for a supervisor component and she will find out if this report can be run. Daniel asked that Karin ensure that this report can be done.

Karin said the video link is initiated by Dispatch; the caller cannot just call in to Dispatch and send a link. Denise Bauer added that this will help immensely on the officer safety

side. Karin added that if information needs to be subpoenaed the requestor can get that from Rave.

Daniel asked if a video can be text to the dispatcher in the existing 911 system and the answer was no. Karin said the regular 911 cannot accept texts right now, but in Smart 911 can initiate a text conversation. Tina said this is initiated by the caller and then the dispatcher gives them permission by sending them a link; this opens up the ability for the system to be able to capture information and there is administration and reporting that is a part of this. Hosting and holding the recordings is going to be critical as well which this obviously will have the capability of doing.

Karin reported that a warning had come out recently about opening malicious links through Text to 911. Karin has been assured that Dispatch will not be able to open links sent to them. Tina said obviously security is the number one priority for the system.

Denise Stewart asked what type of retention there was for this and Karin responded that she thought this was indefinite with the data stored off-site. This will need to have its own server, but it is a simple server in the server room. James Underwood added that the server onsite only provides a conduit for the information to transfer from the Dispatch Center to Rave.

Karin said that she would find out the retention information as well as running the reports as requested by Daniel. Ken said it would be his preference that retention matches Carson City's Retention Policy.

Daniel asked if the video could be forwarded to the officer who is on scene. Denise Bauer said from the little bit of demonstration she has seen this might be able to be forwarded to the officer's MDC (mobile digital computer). Karin reported that she has had the graveyard shift conduct testing which is how Denise has seen a bit of demonstration. Denise added that if the reporting party (RP) has something they are not reporting the dispatcher may be able to pick up something through the video to alert officers which could increase safety for the officer.

There was a question as to whether or not this purchase had to go before the Board of Supervisors. Karin said the AT&T Text to 911 is going before the Board; this does not have to go before the Board of Supervisors.

It was moved by Katie Durbin, seconded by Daniel McKeehan, with all ayes in favor to approve the expenditure of \$4,000 annually for the implementation of Rave Command View from the 911 Surcharge Fund.

8. **For Possible Action: Discussion and possible action regarding an expenditure of \$20,535.54 (startup plus 1 year service) for the implementation and restoration of communications platforms and equipment from the 911 Surcharge Fund for the Emergency Operations Command Vehicle.** The Command Vehicle is necessary to help process critical incident 911 caller information and dispatch capabilities, in support of emergency managers, for all major events in the jurisdiction in support of law, fire, and public works functions. (*Ken Furlong and James Underwood*)

James Underwood reported that the Command Vehicle has outdated technology in it such as 2G cell service and utilization of a City Wi-Fi that is now out of service and the vendor is no longer in business. He said a number of years ago Carson City IT (Information Technology) attempted to bridge this gap with a Cradlepoint, however, the demands of the vehicle with six phones and three network connected PCs (personal computer) exceeds this capability. The proposal presented is to install updated technology that is based on utilizing three different cell phone vendors for service at the same time. The key part of the technology that will be put into the vehicle is called SD-WAN which is able to use all three providers at the same time. Typically there will be a failover capability in some technology and its one provider or the other, but all three can be used at the same time with this technology. Network traffic and other important things can be sent over all three providers at the same time and on the receiving end it will take the one received first or the one with the best quality.

James reiterated that this proposal is to refresh the technology in the Command Vehicle with something that is current and the best available technology.

Daniel McKeehan asked if these devices were certified for high temperature environments. James responded that the devices that will be put into the vehicle are all within the temperature range that they will be operating in and each individual piece of equipment will have its own operating temperature. James said they do not anticipate any issues as far as the heat in any of these devices. Tina Petersen said these are all engineered and manufactured for vehicle use which has different ranges in temperature.

James said the technology being used for the SD-WAN is also FIPS 140-2 certified which is a requirement for criminal justice information, encryption, etc.

Daniel asked how difficult it will be to activate this equipment when someone turns the vehicle on and if IT personnel were needed to assist with set up. James said the vehicle will turn on and IT personnel should not be needed; there will be a set of trouble shooting steps to follow if needed. James said this solution is designed so that it provides the best possible support scenario for IT.

James added that everything on this unit is designed to power up and work similar to the individual Sheriff's Deputy units.

James said the satellite was included on the estimate to provide the complete picture and if needed it can be added, but it is very expensive. This would be similar to what news station vans have – a very robust system, but double the cost. Ken said the Command Unit is predominately used in an urban environment; James said the satellite can be added in the future if need be.

Ken said there is the \$20,000 upfront cost for the Command Vehicle and the \$4,000 upfront cost for Rave. Kathie said the Rave cost and Text to 911 were already anticipated. James Underwood added the ongoing replacement costs of \$5,000 for equipment and \$5,000 for support services and providers. The \$5,000 equipment cost is not an expenditure to be made every year, but needs to be available when equipment needs to be replaced. James said there needs to be about \$1,300 available in year four, \$21,000 available in year six, and \$1,500 in year eight available for equipment and replacement. The services and ongoing support for the equipment is about \$5,000 per year. Kathie said that FY19 is not closed yet and even with what was included in FY20 there is still a couple hundred thousand dollars in undesignated funds that these expenses can come out of.

Daniel asked how many air conditioning units were on the Command Vehicle – there are two units. He said the reason he is asking is because these devices have a low operating temperature range. Ken responded that the problem they have had with this vehicle is that it gets too cold rather than too hot.

It was moved by Denise Bauer, seconded by Tina Petersen, with all ayes in favor to approve the expenditure of \$20,535.54 (startup plus 1 year service) for the implementation and restoration of communications platforms and equipment from the 911 Surcharge Fund for the Emergency Operations Command Vehicle.

9. Reports of Committee Members (Discussion Only – No Action)

There were no Committee Member reports.

10. Next Meeting Date: October 15, 2019

11. Public Comment:

There was no public comment.

12. For Possible Action: To adjourn

It was moved by Daniel McKeehan to adjourn the meeting at 9:14 a.m.

Recorder: Shelby Price