

**MINUTES
of the Meeting of the
CARSON CITY
9-1-1 SURCHARGE ADVISORY COMMITTEE**

December 3, 2013

1. Call to Order

Chair Anne Keast called the meeting to order at 8:30 a.m.

2. Roll Call and Determination of a Quorum

Members present were Anne Keast, Tina Petersen, and Bernard Sease (by telephone), which constituted a quorum.

Also present were Stacey Giomi (Carson City Fire Chief), Karin Mracek (Carson City Communications Manager), Tina Russom (Carson City District Attorney's Office), and Denise Bauer (Carson City Sheriff's Office).

3. Agenda Management Notice—Items on the agenda may be taken out of order; the public body may combine two or more agenda items for consideration; and the public body may remove an item from the agenda or delay discussion relating to an item on the agenda at any time.

4. Public Comments and Discussion

There were no public comments or discussion.

5. For Possible Action: Approval of September 3, 2013, Meeting Minutes

It was moved by Bernie Sease, seconded by Tina Petersen, with motion carried unanimously, that the September 3 meeting minutes be approved as submitted.

6. For Possible Action: To interview applicants for four (4) volunteer positions to serve on the 9-1-1 Surcharge Advisory Committee and make a recommendation to the Board of Supervisors for appointments or reappointments to the Committee

Stacey Giomi stated that there were four positions currently open—two new and two reappointments—for which there were five applicants. In the past, the committee had interviewed the candidates and made a recommendation to the Board. However, since that time, there has been a Board-adopted policy on how boards, committees, and commissions operate and that if there wasn't a legal authority for the board, committee, or commission to interview and select the candidates themselves, the Board of Supervisors retained that right.

The announcement for these positions mistakenly used the language of the previous procedure instead of the changed procedure in the recently adopted Board policy—so the

candidates were subsequently notified that the Board of Supervisors would be conducting the interviews for these positions instead of the Committee (which interviews will be held at the December 19 Board meeting).

A question was raised as to the term limits for the current members seeking reappointment, and Stacey said that term limits only came into effect from the time the Board policy was adopted and were not retroactive. He also mentioned that the committee was required by state law to have a representative of the local exchange on the committee and that Tina was the only one who currently fit that description.

7. Report on Funds Collected and Expended/Obligated from the 9-1-1 Surcharge Fund

Spreadsheets were distributed on the 9-1-1 surcharge fees collected and the expenditures charged against this fund to date, showing that since the fund's inception, \$994,943.53 has been collected and \$436,398.19 has been expended, leaving a current balance of \$558,545.34 in available funds. Collections average over \$18,000 a month and anticipated monthly recurring charges average around \$9,000. Other than these monthly charges, the primary expenses have been the purchase of a digital voice recorder and a significant upgrade of the 9-1-1 system.

8. For Possible Action: To approve the expenditure of funds for the migration (upgrade) of the computer-aided dispatch/9-1-1 system

Stacey Giomi stated that the current computer-aided dispatch (CAD) system that processes the 9-1-1 calls after they come into the system and get processed as actual calls will soon not be supported by the City's CAD vendor. As Dispatch is currently on a Unix operating system that will only be supported for the next two years, they basically have two years to migrate from this platform to the latest solution, which will be a significant investment of over \$1 million. Funds were budgeted in the Master Plan (which was approved by this committee) to have the 9-1-1 surcharge pay for a portion of this upgrade. Stacey said that the law allows this surcharge to be used for not only processing and receiving 9-1-1 calls but also delivering that 9-1-1 call information to field units—which is exactly what this CAD system does.

The committee was being requested to approve the expenditure of whatever funds it felt appropriate (including the possibility of borrowing funds against future 9-1-1 surcharge revenue) to fund this necessary CAD upgrade.

Bernie Sease asked how soon they would be able to obtain an exact cost for this system, and Stacey replied that they had a fairly solid quote on the software component of somewhat over \$900,000 and that they expected the hardware component to add another \$150,000 to \$200,000—for a total expected cost of \$1.1 to \$1.15 million.

Stacey said that with this system, they will be changing from a traditional maintenance-based payment to a subscription-based process where they will be getting constant upgrades to the system so they will never be in this position again. He also mentioned that the City's current vendor, Tiburon, is one of the top five CAD vendors in the country and is deeply integrated into many other areas of the city other than Dispatch.

Bernie asked whether the General Fund would be paying for the system's monthly fees and the 9-1-1 fund would pay for the upgraded hardware and software, with Stacey responding that the 9-1-1 funds could probably only pay for one or the other as he did not think there were enough 9-1-1 funds to pay for both. He stated that although both upgrade costs and maintenance fees were included in the Master Plan, the City has been paying the maintenance fees itself and has not been using the 9-1-1 funds.

Bernie mentioned that the current ongoing monthly charges comprised approximately half of the \$18,000 monthly surcharge revenue, and because they would also need to anticipate future needs that might arise, they should maintain some funds in reserve. Stacey stated that if the committee did approve the expenditure of funds for the CAD system with revenue generated from this charge over a certain period of time and if, during that period of time, they needed a new 9-1-1 system upgrade or a recorder, the City would have to fund those purchases from some other means.

Bernie then said that he thought the committee needed to move forward on this because the sooner they got started on the project, the more assured they'd be that the new system would be in place before the current system no longer worked. Stacey responded that this would be a massive project with an approximate one-year deployment process.

It was then moved by Tina Petersen, seconded by Bernie Sease, with motion carried unanimously, to approve the expenditure of 9-1-1 surcharge funds for the migration (upgrade) of the computer-aided dispatch system.

Stacey said that he will keep the committee informed at its meetings regarding the progress of this project.

9. For Possible Action: To approve the expenditure of funds for the purchase of a recorder for the 9-1-1 system

Karin Mracek said that they looked at two different companies that offered the solutions they were seeking for the recorder—Verint and NICE. NICE is considered top of the line and is next generation ready, and Verint was looked at because it was the company recommended by AT&T and which it would service. They first leaned towards Verint because they liked the AT&T techs in the area with whom they have been working and wanted to have someone physically in the area to provide assistance when necessary.

They received demos and quotes from both companies, with both companies working similarly in the demos and NICE coming in a bit less expensive. Two site visits—Sacramento Fire and Yuba City Police Department—were then conducted by Karin, two communications supervisors, and the Carson City IT manager. Based on these site visits, they decided that NICE would be the way to go and that they also needed a redundant system. The quote was then reworked for a redundant recorder—which was not much more than the Verint quote for one recorder. Although the yearly maintenance for NICE is fairly expensive, if they commit to five years up front, they will get a ten percent discount.

Karin said that \$170,000 was budgeted for the recorder in the Master Plan for this year, and that the two recorders along with five years of maintenance and a minimum of seven years of storage (NAS) with NICE would cost \$173,445.

It was then moved by Bernard Sease, seconded by Tina Petersen, with motion carried unanimously, that the committee approve the recorder purchase as described.

Stacey Giomi stated that he and Karin will work on this purchase as quickly as possible, and Anne Keast requested that the Committee (once it was at full membership again) meet at Dispatch for a visual of the new system (which Stacey felt would be in place by the Committee's June meeting). Tina Petersen asked whether AT&T would be providing the technical support for the NICE system, with Karin responding that the recording portion itself would be supported by NICE but anything else that came into the system (which is actually Cassidian) would be supported by AT&T. Tina then suggested that Karin make sure the vendors talked to each other regarding what their individual responsibilities would be once this new system was in place.

10. Discussion regarding the submission of Carson City's 9-1-1 funding and expenditure information to the Federal Communications Commission (FCC) mandated by the New and Emerging Technologies Improvement Act of 2008

Stacey Giomi stated that the Congress has asked the FCC to collect 9-1-1 funding and expenditure information on a yearly basis, and although the FCC does not mandate states to collect this data but instead requests voluntary compliance with this report, Carson City has completed this report over the past several years, sending it to the State of Nevada for submission to the FCC.

11. Reports of Committee Members

There were no reports.

12. For Possible Action: To approve the schedule of next year's meeting dates

It was moved by Bernie Sease, seconded by Tina Petersen, with motion carried unanimously, that next year's meeting dates will be March 4, June 3, September 2, and December 2.

13. Public Comment

There was no public comment.

14. For Possible Action: To adjourn

It was moved by Tina Petersen, seconded by Bernie Sease, with motion carried unanimously, that the meeting be adjourned at 9:15 a.m.

Recorder: Judy Dietrich