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STAFF REPORT

BOARD MEETING DATE: 05/24/2016

DATE: 05/04/2016
TO: Board of County Commissioners
FROM: The 911 Emergency Response Advisory Committee
THROUGH: Craig Betts, Chief Information Officer, Technology Services, 328-2355
cbetts@washoecounty.us, on behalf of the 911 Emergency Response
Advisory Committee
SUBJECT: The 911 Emergency Response Advisory Committee recommends that the
Board of County Commissioners approve Fiscal Year 2016-2017 renewal
of reimbursement to the City of Reno, for the salaries and benefits of (1.5)
Geographic Information Systems (GIS) positions with Emergency 911
funds to support region-wide E911 GIS mapping services to the Public
Safety Answering Points (PSAPS) in an amount not to exceed [\$164,021].
(All Commission Districts)

SUMMARY

January 21, 2016, the 911 Emergency Response Advisory Committee approved to recommend to the Board of County Commissioners, approval of Fiscal Year 2016-2017 renewal of reimbursement to the City of Reno, for the salaries and benefits of (1.5) Geographic Information Systems (GIS) positions with Emergency 911 funds to support region-wide E911 GIS mapping services to the Public Safety Answering Points (PSAPS) in an amount not to exceed [\$164,021].

Washoe County Strategic Objective supported by this item: Safe, Secure and Healthy Communities.

PREVIOUS ACTION

Previous Board of County Commissioners' approvals to fund Reno GIS personnel to support Emergency 911 services have ranged between 1.5 and 3 Reno GIS positions and span back several fiscal years.

The five most recent Board of County Commissioners' approvals were:

Fiscal Year 2015-2016 (1.5) Reno GIS Positions [\$147,163].

AGENDA ITEM # 12

Fiscal Year 2014-2015 (1.5) Reno GIS Positions [\$147,163].

Fiscal Year 2013-2014 (1.5) Reno GIS Positions [\$139,410].

Fiscal Year 2012-2013 (1.5) Reno GIS Positions [\$139,410].

Fiscal Year 2011-2012 (1.5) Reno GIS Positions [\$140,000].

BACKGROUND

In December, 1995, the Board of County Commissioners established a telephone line surcharge be imposed for the enhancement of 911 telephone service. At the same time, a 911 Emergency Response Advisory Committee was created to develop a plan for the enhancement of the County 911 system and to recommend the expenditures of money collected through the surcharge.

The E911 GIS Data (digital road maps) maintained by the City of Reno is used by various public safety agencies for emergency dispatch. The road (referred to as a centerline, meaning 'center of pavement') data used by the E911 agencies is consistently in a state of flux due to community growth and needs to be maintained in terms of spatial location (X-Y and recently Z coordinate) street naming and address ranges.

Additionally, information such as Emergency Service Number (SNC) Zones, Police/Fire and EMD jurisdictions, municipal and county boundaries are also maintained to ensure the depth of information or "intelligence" that is required for E911 emergency dispatch is maintained.

E911 data is not reliable if it is outdated and does not reflect road/address changes or new development within the community. Currently, (1.5) City of Reno GIS positions are used to update, correct and verify street and address information and ensure positional accuracy of call phone emergency calls.

This use of Emergency 911 surcharge funds, complies with NRS 244A.7645(3)(a)(2).

FISCAL IMPACT

If approved, funds are available in Fiscal Year 2016/2017 budget and Cost Center [800801], Enhanced 911 Fund Admin. A purchase order would be issued from account [C800801-710403], in an amount not to exceed [\$164,021].

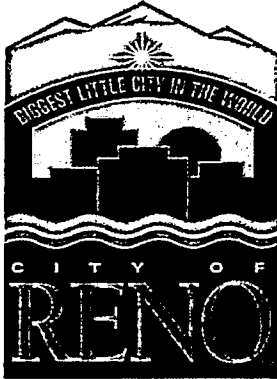
RECOMMENDATION

It is recommended that the Board of County Commissioners approve Fiscal Year 2016-2017 renewal of reimbursement to the City of Reno, for the salaries and benefits of (1.5) Geographic Information Systems (GIS) positions with Emergency 911 funds to support region-wide E911 GIS mapping services to the Public Safety Answering Points (PSAPS) in an amount not to exceed [\$164,021].

POSSIBLE MOTION

Should the Board agree with staff's recommendation, a possible motion would be: "move to approve Fiscal Year 2016-2017 renewal of reimbursement to the City of Reno, for the salaries and benefits of (1.5) Geographic Information Systems (GIS) positions with

Emergency 911 funds to support region-wide E911 GIS mapping services to the Public Safety Answering Points (PSAPS) in an amount not to exceed [\$164,021]”.



**Communications and Technology
M E M O R A N D U M**

To: E911 Board

From: Daniel Johnson, City of Reno, IT Services Manager

Re: Request for reimbursement and technical resources supporting E911 GIS services for fiscal year 2016/2017 in an amount not to exceed \$164,021.

Date: January 13, 2016

The City of Reno is requesting reimbursement for salary and benefits of one E-911 GIS technician and ½ salary and benefits of a GIS Analyst position to support E-911 GIS services relating to 911 Emergency Communications.

In fiscal year 2010/2011, 2011/1012, 2012/2013, 2013/2014, 2014/2015, and fiscal year 2015/2016, the E-911 Board authorized reimbursement to the City of Reno for E-911 GIS services performed by the E-911 GIS Technician and ½ salary and benefits for one GIS Analyst. The total authorized amount in fiscal year 2011/2012 was \$140,085. The total authorized amount in fiscal year 2012/2013 was \$139,410. The total authorized amount in fiscal year 2013/2014 was \$139,410. The total authorized amount in fiscal year 2014/2015 was \$147,163. The total authorized amount in fiscal year 2015/2016 was \$147,163.

The City of Reno GIS Analyst staff has supported E911 GIS data maintenance in several important ways. They perform advanced Quality Control audits of data, and analyze complex GIS data problems appearing as errors in the CAD System. As you are aware, there are many inconsistencies in the address data in the Truckee Meadows region, and these require the more advanced GIS technical skills of a GIS Analyst to review and map correctly.

Projected FY2016/2017 Salaries and Benefits for a E-911 GIS Technician and ½ of GIS Analyst are detailed below:

	Salary	Benefit
E-911 GIS Technician:	66,820	31,377
½ GIS Analyst:	44,552	21,272

\$164,021 Total E911 Board reimbursement.

The requested funded positions perform the following duties:

1. Update and Maintain E911 GIS and Tabular Data
 - Update and Edit centerline files and their associated attributes.
 - Update and Edit polygon boundary files and their associated attributes.
 - Correct existing records when errors are discovered or reported.
 - Using Text Editor Software, update and maintain several dispatch tables associated with the E911 GIS data.
 - Correspond with various county and city staff to analyze new street centerlines, address ranges, change of address notifications, etc.
2. Create an Address Point database to define address ranges
 - Update and maintain an Address Point database using Ortho-photography and drive-by field analysis.
3. Perform Data Analysis, Quality Control, and Address Research
 - Research and troubleshoot address or jurisdiction errors reported in the Tiburon CAD (Computer Aided Dispatch) system.
 - Use point-to-line diagrams to identify inconsistencies between address ranges and address points
 - Research errors reported via E911 web request forms and correct, if needed.
 - Perform Quality Control on updates made to the Dispatch System via error reports and "location verifications".
4. Solve Problems Mapping Inconsistent Addresses
 - Create "false segments or intersections" to make the dispatch system work, as requested.
5. Perform Data Processing and Data Conversions
 - Run and execute the Tiburon GCT (Geographic Conversion Toolkit) Import and Export procedures.
 - Convert a "commonplace" text file to database format for viewing in the E911 web request form.
6. Document Response District Data Configuration Changes
 - Meet with public safety staff to re-define boundaries.
 - Analyze and communicate any dispatch system conflicts due to proposed changes.
 - Perform changes to the RAM (Response Area Management) table in CAD.
 - Update centerline and boundary files affected by response district changes.