

MINUTES OF THE CHURCHILL COUNTY E-911 COMMITTEE

155 N. Taylor St., Fallon, NV 89406

June 13, 2024

Call to Order:

The regular meeting of the E-911 Committee was called to order at 2:35 PM on June 13, 2024.

PRESENT:

Deputy District Attorney Joseph Sanford
General Manager Mark Feest
Comptroller Sherry Wideman, via
teleconference
Member Bill Lawry
Member John Riley
Member Ron Wenger
Deputy Clerk of the Board Pamela D. Moore
N/A

ABSENT:

Pledge of Allegiance:

The Pledge of Allegiance was recited by the board and public.

Public Comment:

Chair Sanford asked if there was any public comment but there was none.

Verification of the Posting of the Agenda:

It was verified by Pamela D. Moore, Deputy Clerk of the Board, that the Agenda for this meeting was posted on the 6th day of June, 2024, between the hours of 1:00 and 5:00 PM at all of the locations listed on the Agenda, in accordance with NRS 241.

Consideration and possible action re: Approval of Agenda as submitted or revised:

Member Bill Lawry made a motion to approve the Agenda as submitted. General Manager Mark Feest seconded the motion, which carried by unanimous vote.

Consideration and possible action re: Approval of Minutes of the meeting held on:

A- March 23, 2017.

The Minutes of the meeting held on March 23, 2017 are presented for the committee's review and approval.

FISCAL IMPACT: N/A

EXPLANATION OF IMPACT: N/A

FUNDING SOURCE: N/A

ACTION REQUESTED: Accept

Member Bill Lawry made a motion to approve the Minutes of the meeting held on March

23, 2017 as presented. Member Mark Feest seconded the motion, which carried by unanimous vote.

B- May 2, 2017.

The Minutes of the meeting held on May 2, 2017 are presented for the committee's review and approval.

FISCAL IMPACT: N/A

EXPLANATION OF IMPACT: N/A

FUNDING SOURCE: N/A

ACTION REQUESTED: Accept

Member Bill Lawry made a motion to approve the Minutes of the meeting held on May 2, 2017 as presented. Member Mark Feest seconded the motion, which carried by unanimous vote.

C- March 27, 2023.

The Minutes of the meeting held on March 27, 2023 are presented for the committee's review and approval.

FISCAL IMPACT: N/A

EXPLANATION OF IMPACT: N/A

FUNDING SOURCE: N/A

ACTION REQUESTED: Accept

Member Bill Lawry made a motion to approve the Minutes of the meeting held on March 27, 2023 as presented. Member Mark Feest seconded the motion, which carried by unanimous vote.

Appointments:

A- Consideration and possible action re: Report on the status of funds available for E-911 system upgrades, projected revenues, and current expenses.

The Comptroller's office will provide a report on the status of funds available for E-911 system upgrades, projected revenues, and current expenses.

FISCAL IMPACT: None.

EXPLANATION OF IMPACT: N/A

FUNDING SOURCE: N/A

ACTION REQUESTED: Accept

Comptroller Sherry Wideman reported that the fund balance is \$231,803.00, and the fund makes about \$80,000.00 a year. General Manager Mark Feest said I want to clarify – with the \$231,802.00, is that collected from the carriers as the E-911 fee? Does it go directly into this account or is it ever held someplace else? Member Wideman said it goes directly into this account. Chair Sanford said my understanding is that there are no expenses that come out of this regularly, other than what we have approved. It looks like the numbers match the expenses to what we recommended last year in 2023. Member Wideman said they put their bills from CC Communications there. The Sheriff's Office codes what is billed. They are used if for some

bodycam software and annual fees. CC Communications billed for the E-911 PSAC charges. I do not know what that is, as it is too technical for me. At the last meeting we approved the upgrade on the E-911 system.

Member Feest said who is paying into the fund? I know CC Communications is, but I want to make sure that anyone who is supposed to pay in, is doing so. How do we confirm different companies that should be paying in are doing so? This is not a question just to Comptroller Wideman, but it is just a question. When I reviewed this, this only states what is paying out of the fund. Where are we recording and reviewing and, potentially even doing a mini-audit to ensure that it is accurately being paid into? Member Wideman said there are specific forms that a company submits, and one of them is Verizon. Member Feest said would it be possible to get a list of the companies that are paying in right now and how much they pay in? Do they pay by the quarter? Member Wideman said payments come in randomly. I do not know when they pay. Payments go to the Clerk/Treasurer's Office. Member Feest said I think, for the committee, it is important that we look at this information to see who is paying in and, at least, give it a sniff test on whether this sounds correct. What occurs is, you pay per customer that you have. In today's market, we only have about 36% of every phone in Fallon. People may have gone to a cell phone only option or they have gone to a VoIP System, which they can buy from anyone in the United States. It probably utilizes our internet or Charter Communication's internet, but they have gone to a VoIP System. I think, potentially, it is very hard for everyone but the ILEC, local exchange carriers like CC Communications, but it is difficult to know if others are avoiding payments. I think we can give it a sniff test to see who is paying, how much they are paying, and this is a calculation of how many phone lines that would equal. Is that the expected number of phone lines in Churchill County? If the numbers are off by very much, then we may need to dig deeper into it and ask who is not paying? A Member said it is a quarter a line. Member Feest said I think it has potential. You have customers from another provider, a VoIP provider and that is not being captured. I am not saying that is the case but without seeing who is paying in and how much, then you can take that quarter per line, then calculate how many lines are in Churchill County. We look at the national average of lines per population and we ask, does that come awfully close? Let's say we should have 13,000 phone lines in Churchill with cell phone numbers is probably 33,000 phone lines in Churchill County. Are we getting 33,000 quarters every month? I do not think we have looked at this. Member Wideman said we have a certain amount out of 26,000. Member Feest said that is per-phone line. If I had five phones at my house right now, which I actually have 6 for 5 people, plus a landline, that is 7 lines for 5 people in my house. I am not saying that I know what that number is Sherry, I am saying that we do not know if it looks wrong, it might not be wrong. Chair Sandford said I think at least know whether or not someone does business here and if they are submitting it, right? If we have an important provider that we know does business in Churchill County and we are not receiving anything from them, that we could actually recognize. Member Wideman said I review all of the receipts that we get and from various companies that I have never heard from. We get it from Google and other various companies that are not local. I could send you a listing of deposits and you can look at them or do without. Member Feest said I think that we should know. Member Wideman said I can do that. A Member said I am ABC Phone Company, how would you know how many lines I have? Member Feest said we have a North American Numbering Plan of Administration. It should accurately tell you what lines are assigned to what

carrier and where they are. Even if you port a number that used to not be here since we are 10-digit dialing, so you could actually port a number in Churchill County that we previously couldn't, and it has to then be loaded into somebody's switch, it does not have to be ours because VoIP calls are a little different. It has to be loaded at somebody's switch to point to Churchill County. A Member asked if there is a way to track it? Member Feest said there is. I think the first thing would be to sniff test the money, does that sound right? If it sounds too far off, I think then we will dig in and see if there is a problem. A Member asked how do you come up with that number, like you said, you have 7 phones for 5 people, I have 2 lines for 4 people? Member Feest said I think we could find some information on national averages. Chair Sanford said I think the FCC tracks the total number of phone lines per-capita. I am sure they would be able to tell us how many phone lines on average. Member Feest said I am not saying that I am terribly suspicious. A Member asked how do you come up with that, and if we had to try to come up with a hardline number, how would we do that? Member Feest said the numbers are assigned even when they are ported, they get assigned because you have to have them in a switch or you cannot route the call. With some digging, you can come up with a firm number. I think the thing is, if you have never looked at it, we cannot be positive that we are capturing all of that revenue. I am not here to bash any particular provider, but there are constant FCC proceedings on people that do goofy stuff. For example, route through Canada and then into a state that does not have termination charges, then route from that state to avoid termination charges. Then people find their primary VoIP companies, have been fined millions of dollars. The idea that we, potentially, have is VoIP companies that avoid paying their quarter. I do not think that it is a farfetched idea. I think it is possible.

When we have a system that underfunds the needs of the Peace App, I should be fairly certain that we are not leaving money on the table. A Member said I agree with you, what I was getting at, is that you might be way low. You might find that quarter per-line turns into double of what we had or a third. Member Feest said that is the thing, we do not know. A Member asked how do we go about it? Member Feest said I think the first step is knowing what the monthly is. A Member asked if Member Wideman provides a list? Member Feest said, yes, that monthly amount is getting collected. We self-certify this. There is someone that pulls the number out of the switch and get a raw number of how many numbers there are and that is how we do it. The FCC has frequently fined companies, predominately VoIP companies, for schemes to hide things to prevent them from paying. I think it should be checked. Chair Sanford asked if there were any other questions on the status of funds or anything for Sherry, but there was none.

B- Consideration and possible action re: Discussion of E-911 system upgrades and requesting a third party to perform an evaluation of the E-911 system and make recommendations to maintain and update the system.

The Sheriff's office will provide an overview of the current E-911 system status, needed upgrades, and a discussion of potential third-parties that have agreed to review the system and recommend upgrades as needed.

FISCAL IMPACT: N/A

EXPLANATION OF IMPACT: N/A

FUNDING SOURCE: N/A

ACTION REQUESTED: Accept

Undersheriff Lawry reported that I thought this would be a real simple thing, that we would upgrade the 911 system to NextGen. I did get prices and ran into a few snags. First of all, the price with everything is about one million dollars. The second thing is everything we have is Spillman at this point. We bought Command Evidence, but we still use Spillman, which is a Motorola product. The problem is that Command Evidence only works with Spillman, and these guys are talking about going to another RMS system. There were ones we looked at that we really liked, but it does not match up with the rest of our stuff. The other thing that I have run across is the companies in Washington and Texas that provide our Allie and Addie and NextGen are done by Lat and Long. I do not know if these companies are able to do that and I do not know how that all works out, but it is a lot more complicated than to simply get the NextGen 911. I thought it would be pretty easy, but it is not. Chair Sanford asked who gave you these quotes? Mr. Lawry said the only one we can actually use is Motorola, which is approximately \$817,000.00. They let you pay it over 5 years at \$207,000.00 a year. We do not generate \$207,000.00 a year. Member Feest said by the time you pay for it, it will be obsolete again. Member Lawry said it will be a continual thing. In 5 years, we will have something else. We are using Enhanced 911, which furnishes the number and location by address. The dispatchers are able to use Lat and Long to pinpoint the call. A lot of times there are disconnected phones, and all kinds of different things, so they use Lat and Long to know the location of a call.

We do get by with it, we do texts and send videos. The problem with that system is, the only way we can do that is, when they call in, we have to tell them, text me and we can text you back. Which NextGen 911 you do not have to talk with anyone. You could get in the closet, if it is a bad situation, and text with no sound but we do not have that capability. We kind of have things patched together type of 911 NextGen. A Member said it requires a lot of manual labor on the dispatcher's part. Member Lawry said it does, but it works. It does have a bunch of problems, but I do not see how we can afford the NextGen 911. A Member stated that we ran with Command Central and it turns out that you guys have a couple updates that need to be done. Member Lawry said we just got it online and started sending it to the DA's office for testing, and it seems to be working fine. The guys like it, and it is a real time saver for them, with the photos and everything. Everything is attached to the case, it is a great tool, but it only works with Motorola, and I am sure that it is by design. A Member said is the other company you looked at, Rims? Mr. Lawry said yes. A Member stated they do have a solution for that and it would require a change on the 911 side too. Mr. Lawry said I think the idea of having someone who knows what they are doing is good when they look at it, instead of myself. A Member said our problem is we are looking at a new hire mess. Mr. Lawry said every time we look at something to change in Spillman, it is \$30,000.00. Member Wenger stated it is crazy, we cannot afford that either. A Member asked if there are savings to be had if you stay with the same system? Member Lawry said that is what we wanted to do; after we have invested all this money into Command Central and we have everything going then the problem with migration and the cost of. A Member said it was \$55,000.00 over 10 years. A Member said I do not remember 100% off the top of my head. Mr. Lawry said we talked to one of them and they wanted \$145,000.00 to start. We cannot go back, if we go back, we go back to '98 really. A

Member said that the biggest problem we run into is that there is no way of telling whose date is whose, and they are going to take advantage of that. Member Lawry said then we will put the Civil Office and the Jail in there. A Member said Bill, I am not so sure that the RMS System is going to be compatible with Motorola. Member Lawry said I asked him that specific question because I like that system and they said you can go to that, but you cannot have evidence with it, and I do not know if that is a trade thing. A Member stated I think they are just in bed with Motorola, and that is a contract that they signed and let that information out. Mr. Lawry said they have got you by the throat. Member Riley said I think the Chief would agree that we are not here to hang you guys out to dry either, we are not going to abandon you. Member Lawry said there are better systems out there that are not as expensive. Eureka County, Pershing County and Humboldt County have REMS and they all like it. Member Lawry stated if we think about moving away from Spillman, it has be a joint move. A Member stated that they make it pretty complicated. Chair Sanford said if you were to ask someone to come and look at your system and tell you what you need, are you thinking you would be talking to Motorola and RMS? Member Lawry said I think you need an independent person, who is not associated with either one of them, and give it to us straight. Motorola is going to push for their side and RMS is going to push for their side, which is normal. I think we need somebody who knows what law enforcement needs. Chair Sanford asked do you guys have an idea, or do you plan on looking for who would be a better contract? Member Lawry said I was going to leave it up to you guys and see what you thought first. I do not know, I am not a tech guy. I thought maybe we would ask Colin with the county, as he may know somebody that does that. Someone who knows what they are talking about, and that will give us the straight scoop. Maybe we just want to go along for a while until we see what everyone is going to do.

Chair Sanford said I guess that is my last question, is there any particular upgrades that have to be done in your view right now, or are we able to continue with the system we have? Mr. Lawry said I think we can continue, it is not the best system in the world, but it works. A Member asked Member Lawry if he or anyone else in the Sheriff's Office has reached out to other Sheriff's offices to see what they are doing for their 911 systems. Member Lawry said we have, and it is variable. Eureka has Motorola, but they have a lot of money because of the mines. A Member said I guess you could say we are looking at moving away from Motorola, and with our radios as well. A Member said I do not know where you guys stand with them but that is a whole other discussion we should have. You are talking about 77% discounts on a state contract. Chair Sanford asked if the plan is to reach out to Colin and other independent third parties to do an evaluation of this system? Member Lawry said I think we have some law enforcement members, and Oasis might be able to get us some information or at least lead us in the right direction of who can do that, or maybe they can. A Member said get with Dan with Oasis in 2 or 3 weeks, as they contracted with Hawthorne, Elko, and another county, so they should know something. If not, they should help with finding out. I think that should be our next step. What do you guys think? Mr. Sanford said I think that is fine and, obviously, when it gets to an idea of what you would like to see, and assuming they would be an actual third party and they would want to be paid, we can meet back here and talk and we will come up with a contract and a plan to get an evaluation done. A Member said I think it would be helpful to get someone to help with an RFP and help define those needs and obtain an independent evaluation.

Member Mark Feest made a motion to identify third parties who can do an evaluation and provide us with a quote for such evaluation. Member Bill Lawry seconded the motion, which carried by unanimous vote.

Public Comment:

Chair Sanford asked if there was any public comment but there was none.

Adjournment:

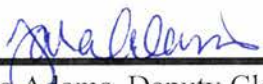
The meeting was adjourned at 3:02 PM.

Approved: 
Mark Feest, Member

Approved: 
Sherry Wideman, Member

Approved: 
Bill Lawry, Member

ATTEST:
Linda Rothery, Clerk/Treasurer


Tara Adams, Deputy Clerk