

NPSCC Statewide 911 Coordinator Subcommittee Recommendations Report

Introduction

In January of 2014 the Governor of the State of Nevada issued an Executive Order Establishing the NPSCC (Nevada Public Safety Communications Committee). The committee was established to advise the Commission on Homeland Security regarding interoperability of information and communications systems within the State of Nevada. They are to advise the State Administrative Agent as well as the Governor of all communications related funding, prioritization of statewide communications, and handle issues related to the Statewide Interoperability Plan. The NPSCC will also serve as the Statewide Interoperability Governing Body (SIGB) and as the Statewide Interoperability Executive Committee (SEIC).

This NPSCC Statewide 911 Coordinator Subcommittee was created because another function of the NPSCC is to advise the Statewide 911 coordinator. This subcommittee has the task of developing what the committee would expect a state 911 Coordinator to do including job duties, the support staff needed for the position, as well as how this position might be funded. This subcommittee will submit a report to the full NPSCC with a recommendation for this position. The NPSCC will hopefully accept the recommendation of this subcommittee and forward the recommendation to the State of Nevada Governor's Office.

NPSCC Statewide 911 Coordinator Subcommittee

The Subcommittee members were appointed by the NPSCC at their June 15, 2015 meeting.

The following members served on the Statewide 911 Coordinator Subcommittee

Lou Amell Fire Communications Supervisor City of Las Vegas Fire & Rescue

Barbara Brabenec Communications Administrator Henderson Police Department

Denise Kee Communications Director Las Vegas Metropolitan Police Department

Patrick Irwin EMS Health Division, Department of Public and Behavioral Health

Nonie McCandless Training & Administrative Supervisor Douglas County 911 Emergency Services

Karen Stout Communications Supervisor Washoe County Sheriff

Matt McCarthy Captain Las Vegas Metropolitan Police Department

Ex-Officio Members, Staff, and Others

Janell Woodward Nevada Department of Emergency Management Staff

Samantha Ladich Attorney General's Office Representative

Kelli Anderson Nevada Department of Emergency Management

Rick Martin Nevada Department of Emergency Management

Primary Statewide 911 Coordinator Subcommittee Tasks

- Review Job Descriptions of State 911 Coordinators.
- Develop recommendations for the position for the NPSCC.
- Develop Roles & Responsibilities of the Statewide 911 Coordinator.
- Develop Job Classification of the Statewide 911 Coordinator under Emergency Management.
- Research the Current Status of the 911 System in the State of Nevada.
- Research the future of NextGen 911 and what this means to the State of Nevada.
- How to fund a Statewide 911 Coordinator Position.
- Legislative issues that affect developing the position.
- Develop Statewide 911 Coordinator Final Recommendations Report to the NPSCC no later than May 31st, 2016.

NV State 911 Coordinator Subcommittee Work Plan

Phase I August 2015 – November 2015

Assign specific job responsibilities to committee members to complete for the October 20th 2015 Meeting. Provide specific state and job information for the development of the Statewide 911 position recommendation for the NPSCC.

- Subcommittee outline, work plan, and final report – Nonie McCandless
- Current status of 911 in Nevada – Pat Irwin
- Future of NextGen – Pat Irwin
- Why a Statewide 911 Coordinator is needed – Denise Kee
- Roles & Responsibilities of a Statewide 911 Coordinator – Barbara Brabenec
- How to fund a Statewide 911 Coordinator position – Karen Stout/Lou Amell
- Legislative Issues – Full Committee

Phase II December 2015 – February 2016

Develop Statewide 911 Coordinator Job Description.

- Job Title
- Position Summary – *Define the purpose of the job and summarize the duties and responsibilities of the job.*
- Job Requirements & Qualifications
 - Education Required – *Designate the minimum level and type of education needed to be successful at the job as well as any acceptable substitutions (i.e. additional experience in lieu of the required education)*
 - Experience Required – *Designate the minimum level and type of experience needed to be successful at the job as well as any acceptable substitutions (i.e. additional education in lieu of the required experience)*

- License/Certification Required – *Designate any licenses or certifications necessary to do the job.*
- Other Skills required – *list any skills, abilities, or knowledge that an incumbent must have to be successful in the job.*
- Supervisory Responsibilities
 - *Describe supervision exercised by the position*
 - *The number, type, and titles of employees supervised*
 - *The hire/fire authority of the job incumbent*
 - *The supervision or guidance the position typically receives (general direction, close supervision, etc.)*
- Fiscal Responsibilities – *Describe the level and type of budgetary or financial responsibilities*
- Internal/External Contacts – *Describe the nature of contact, the people contacted, and the extent to which the incumbent has/makes contact with others within and outside the State of Nevada*
- Physical Demands – *Describe the type, intensity (how much), frequency (how often), and duration (how long), of physical demands or mental capabilities required by the job. This is important and key for compliance with the Americans with Disabilities Act (ADA)*
- Working Conditions/Environment – *Describe irregular or unusual work schedules to include travel.*
- Job Duties/Responsibilities – *Convey the job expectations, role, and scope by describing the essential tasks, duties, and responsibilities of the job.*¹

Phase III March 2016 – May 2016

Formalize the Final Recommendation Report for the NPSCC Committee Meeting in June 2016.

- Ensure Phase I information is included in the report – completed written documentation included here
- Ensure Phase II Job Description complete – completed written documentation included here
- Information obtained pertaining to the 911 Coordinator being a contract position versus a State funded position
- Include funding recommendations
- Include Legislative Issues

¹ <http://people.rice.edu> Job Description

Current Status of the State of Nevada 911 System

- Washoe County – Basic and Enhanced 911, NG911 **Intrado**
- Pershing County – Basic and Enhanced 911 **Airbus**
- Nye County - Basic and Enhanced 911 **Airbus**
- Lincoln County – Basic 911 Unknown system
- Esmeralda County – Basic 911 **Vesta Palace**
- Lander County - Basic and Enhanced 911 **Vesta**
- Humboldt County - Basic and Enhanced 911 **Airbus**
- Carson City - Basic and Enhanced 911 **Airbus**
- Storey County - Basic and Enhanced 911, and NG911 **Vesta 4**
- Lyon County - Basic and Enhanced 911 **Vesta**
- Churchill County – Basic and Enhanced 911 **Quick Link**
- Eureka County – Basic and Enhanced 911 **Vesta Palace**
- White Pine County – Basic and Enhanced 911 **Unknown Vendor**
- Elko County – Basic 911 **Emergetech**
- Douglas County – Basic and Enhanced 911 **Airbus**
- Mineral County – Basic and Enhanced 911 **Airbus**
- Clark County – Multiple Agencies different systems
 - Las Vegas Metro Police Department – Basic, Enhanced, and NG911 **Airbus**
 - Boulder – Basic and Enhanced 911
 - North Las Vegas – Basic, Enhanced 911, and NG911 **Airbus**
 - Mesquite – Basic and Enhanced 911 **Intrado**
 - Henderson – Basic, Enhanced 911, NG911 **Intrado**
- West Wendover - None
- NHP – Secondary PSAP basic analog phone system no 911.

Future of 911 – Insert the NG911 Video.

The future of NG911 will be all Primary Public Safety answering Points in the United States will work on an IP or Broadband system. Each agency should have the ability to receive multiple types of data to include text, video, photo, and voice.

Why Nevada Needs a Statewide 911 Coordinator

“The Wireless Telecommunications and Public Safety Act of 1999 mandates that the Federal Communications Commission "shall encourage and support efforts by States to deploy comprehensive end-to-end emergency communications infrastructure and programs, based on coordinated statewide plans, including seamless, ubiquitous, reliable wireless telecommunications networks and enhanced wireless 9-1-1 service.”²

One of the main roles of a statewide 9-1-1 Coordinator is to assist state and local government agencies in implementing NG911 systems, providing administrative oversight of legislative mandates, and address 911 issues with regards to technology advancements.

On the NCSL website (National Conference of State Legislatures) the 2011 Enacted 9-1-1 legislation states:

“Americans expect an accurate, reliable 911 system to access emergency services. Callers who dial 911 from a landline telephone are connected to a 911 call center where the caller’s telephone number and address are displayed on an operator’s screen. This critical information is needed to send firefighters, paramedics, or law enforcement officers quickly to the correct location.

The dramatic growth in use of wireless telephones and internet-based communication, however, has changed the systems capability. Although citizens may believe text messages, videos, and photos can be sent to 911 call centers to request help, most currently cannot receive this information.

Federal grants are not based on the size or population on the grant application. The amount of Federal grant money that was given was approximately 43,500,000. Some examples of grant amounts given to several states:

Washington 1.4 million

Colorado 487,000

² FCC website Public Safety and Homeland Security Bureau

California 4.346 million

Montana 871,000

New Mexico 888,000

Information of importance to be noted is that the State of Arizona lost their federal grant funding when the State raided the fund for other purposes.

State legislatures passed a variety of measures in 2011 aimed at updating the current infrastructure to improve public emergency communication services to operate in today's digital mobile society."³

Nevada HB549 states that the Commission on Homeland Security's duties includes assessing, examining, and reviewing the operation and efficacy of telephone systems and related systems used to provide emergency 911 services.

Please refer to the National Plan URL:

www.fcc.gov/about-fcc/advisory-committees/general/task-force-optimal-public-safety-answering-point

Just to summarize in 2012 and 2013 the NCLS passed key enactments in many states to support and improve the operations of emergency communications for today's digital mobile society.

Nevada has not done any further legislation in regards to Enhanced 911 or NG911 since 2011, which makes this position imperative in assisting Nevada public safety communications centers in the delivery of Enhanced and NG911. NG911 will create significant changes in how 9-1-1 information is delivered, the equipment, and infrastructure that is needed. The new technology will have the ability to deliver more accurate wireless location information, video, and text to 911. Technology is changing rapidly and Nevada is currently way behind the curve on implementation of the changes.

Nevada has been ineligible for Federal funding because it has no single point of contact. The state of Arizona lost their federal grants when the State raided the fund. It is unknown at this time the amount of funding that we have not had access to.

As noted in the National 911 Program study on NG911 costs: "As consumer technology has evolved from landline, to cell phones, and Voice over Internet Protocol (VOIP) technology – traditional 911 funding models are no longer able to sustain the

³ <http://www.ncsl.org/issues-research/telecom/2011-enacted-911-legislation.aspx>

911 system, let alone support the implementation of Next Generation 911 (NG911), an IP-based network that will replace the current 911 system.”⁴

It is imperative and conducive that we develop a statewide ESINET (Emergency Services Network) that is funded, based on, and supported by the State 911 Communication Centers.

A call to action document put out by the NG911 NOW Coalition documents the importance and the urgency of why we cannot delay on NG911 implementation:

“What happens if we do not act to deploy NG911 Faster?

A failure to act in a timely and effective manner would result in a number of negative consequences. Inaction would:

- Prolong nationwide deployment, increase costs, and delay NG911’s many benefits.

An uncoordinated, unfunded transition to NG911 would take many years – likely more than a decade – with many 911 centers and state/local 911 authorities deferring deployment due to resource limitations. The result will be a patchwork system with individual agencies having widely varied capabilities and limited interoperability with others.

- Risk incompatibility with emerging communication trends

Text and multimedia applications represent the bulk of communications for many Americans today, especially the younger generations, or those of the deaf and hard of hearing communities. Consumers expect that emergency requests to 911 will support those modes of communications.

- Result in missed opportunities for improved emergency response

The emergence of advanced broadband communications puts much more powerful capabilities in the hands of the public. Without NG911 however, 911 professionals will not be able to provide the increased information available from the public to first responders.

- Create technological obsolescence and increased security risks

The commercial marketplace has already migrated from outdated technologies to advanced IP-based technologies. 911 network providers are also seeking to retire legacy infrastructure, while still preserving essential public safety communications.

⁴ 911.gov National 911 Program Commences study on NG911 cost

Continued reliance on an outdated infrastructure will render 911 systems obsolete and technologically isolated while delaying implementation of more robust reliability and security measures that can be taken in the mature NG911 environment.”⁵

Funding Platforms

The Blue Ribbon Panel on 911 funding report listed on 911.gov covers extensive nationwide documentation of funding issues as well as what states are doing at this time for funding and implementation of Enhanced and NG911 technology. New taxes are obviously politically unpopular during current times so this group really needs to look at the surcharges and to communicate the importance of the advancements of the technology and being able to provide every citizen and visitor to the State of Nevada with the best and most current access to 911 assistance. Below we have presented states with several diverse funding sources with not only State oversight but local involvement as well.

Oregon – information retrieved from Oregon.gov – Their 911 program is funded through what they call the Emergency Communications Tax. This tax imposes a \$0.75 on any circuit or device capable of accessing the 911 network. They divide up the tax and \$0.50 goes to the cities and counties on a per-capita basis and the remaining balance is administered by the 911 program and is paid to vendors for operation and maintenance of the 911 network, equipment upgrades at the PSAP’s and to maintain the ALI database. Their site also notes that they have 45 individual PSAPS.

Kansas – Information retrieved from the Kansas 911 Act 12-5369 - they imposed a 911 fee of \$.053 per month per subscriber account of any exchange telecommunications services, wireless telecommunications service, VoIP service, or other service capable of contacting a PSAP. They had a notation that they would not impose this fee on any prepaid wireless service. They did however impose a prepaid wireless fee of 1.06% per retail transaction. This fee is on the consumer and not the seller. Kansas has the state fee/oversight.

Washington State - As referenced in the Blue Ribbon Panel on 911 funding under Chapter 82.14B of the RCW their system is funded through a \$0.25 center per month, with a local surcharge of \$0.75 for wireless, wireline, and VoIP. There is also a surcharge for prepaid which is \$0.50 per retail transaction. Their organizational structure is state fee/oversight, and local.

⁵ www.NG911NOW.org

California – as noted in CA Revenue and Taxation Code Sections 41001-41176 the State reimburses agencies for 911 related equipment and services. Their current surcharge is .50% for wireless, wireline, and VoIP on intrastate calls. No prepaid surcharge and they are a state fee/oversight.

Texas – Information retrieved from Texas Health and Safety Code Chapter 771.001(3)(A) and (B) and Chapter 772. There are three separate and distinct types of 9-1-1 authorities in Texas. In the State program, the wireline fee is set at \$9.50 per access line. In the Emergency Communications Districts (ECD) (statutory and municipal service areas) residential wireline fee is between \$0.20 - \$1.38 per access line, business \$0.46 - \$3.96 per access line, and business trunk line is \$0.74 to \$3.96. Wireless fee is \$0.50. Prepaid wireless fee is 2% of the purchase price of each prepaid wireless service, collected at point of sale. Voice Over Internet Protocol (VoIP) the wireline rates apply. There is also a State equalization surcharge of \$0.06 per local exchange access line or wireless telecommunications connection excluding prepaid wireless. The equalization surcharge fee is remitted to the TX Comptroller. In the state program wireless fees are collected and remitted to the TX Comptroller. In the ECDs wireline and wireless fees are collected and remitted directly to the ECDs.

Nevada currently does not have a state level funding source and current funding is inconsistent across the state with counties who have laws or ordinances regarding collection of the NRS 911 Surcharge. It is important that we also look to other resources of collecting surcharges from any means or avenue that a person could access 911 for help. As technology advances we need to look at the possibility of assessing a surcharge on a customer's ability to access emergency services via their broadband or high speed internet connection as well.

More research is needed on the current capability of a person to be able to access 911 via broadband or high speed internet connection so that research can be done to utilize that as a funding platform

The most common utilized avenues for surcharge are and fee amounts:

- Wireless – \$0.20 - \$3.00
- Wireline - \$0.20 - \$3.00 and some states have 5% – 15% of tariff rates
- Point of Sale – 1.06% - 6% at point of sale
- VOIP - \$0.20 - \$3.00

Less common avenues for funding:

- State “Universal Service” Fee

- Percentage of Local Service Revenue
- Percentage of Toll Revenue
- State and Federal Grants
- General Fund Tax
- Public-Private Partnerships
- Cell Tower Fee
- Hotel/Motel Fee
- Other

Future NG911 Funding Concerns as noted in the Blue Ribbon Panel on 911 Funding Report

Wireless

- The number of subscribers may continue to increase for a period of time and then plateau or decrease over time.
- Subscribers are shifting service from wireless to VoIP or prepaid cellular.
- Long-term funding outlook may not be sufficient. Good fund maintenance and fiscal responsibility will be key.

Wireline

- Subscribership is predicted to continue to erode.
- Funds will continue to be insufficient for current operations; investment required to implement NG911 and the system transition period.

VOIP

- Collection methods will continue to be a challenge for some time to come and are complicated further by no-US-based providers. In states where legislation has been adopted to equalize collections on VoIP 911 access (as with wireline and wireless), this fund will continue to grow.
- As the number of VoIP subscribers is currently small, it is not known whether funds will be sufficient.

Prepaid Cellular Point of Sale

- No monthly billing/contract exists as a mechanism for collections.
- Eighty percent of prepaid services are sold by third parties who do not have a relationship with the customer. The number of POS transactions continues to increase.
- Retail POS legislation is needed to ensure collections.
- It is unknown whether funds will be sufficient for NG911

Some important wording that states utilize for clarifying fees in legislation:

- Based on number of access lines
- Per telephone exchange access lines and channels
- Number of access lines per jurisdiction
- Surcharge per retail transaction
- Counties with lower populations can charge more up to a point

Job Description

Job Title - Nevada Statewide 911 Coordinator. *Recommendations from this committee are for the position to be under the Director of Public Safety.*

Position Summary – This position will serve as the executive officer and operating officer of the NPSCC, and work with State and Local Government. The Coordinator will be responsible for the day-to-day management, implementing all actions approved or requested by the NPSCC, and providing leadership and recommendations to the NPSCC, State and Local governments aimed at fulfilling state and federal mandates. This would include legislation, policy, and management development for the State 911 Fund.

The Statewide 911 Coordinator oversees the disbursement of funds.

Perform the coordination of functions between local governments, operating telephone companies, wireless service providers, public and private law enforcement agencies, and providers of fire and emergency medical services.

Experience/Training Specialized

Extensive knowledge of public safety communications and enhanced 911 systems

Experience and knowledge in employee management, to include: developing policies and procedures, scheduling; performance management; selecting and placement, training and development; compensation and benefits; employee and labor relations.

Knowledge of employment laws and regulations

Knowledge of current 911 industry trends in technology, architecture, networks, information systems, and the Internet.

Knowledge of interoperability between FirstNet, NG911, and LMR (Land Mobile Radio).

Knowledge of current emergency and emerging technology including, E911, Wireless 911, Phase I and II, primary and secondary public safety answering points, CAS, NCAS, ANI/ALI, CAD, Emergency Medical Dispatch systems and AVL systems.

Knowledge of legislation pertaining to 911 systems to include: funding and enabling legislation; telecommunications regulatory environment; and other special legislative areas.

Knowledge of contingency and disaster planning

Knowledge of health and safety factors associated with 911 center operation.

Knowledge of public relations and education

Working knowledge of FCC regulations

Working knowledge of NG911 systems

Demonstrated ability to analyze technology-related issues and develop solutions and recommendations for appropriate action.

Skilled in project management, including planning, development, implementation, and evaluation of projects.

Knowledge of GIS (911 environment)

Ability to advise and oversee activities in-person and remotely

Ability to communicate effectively orally and in writing

Ability to speak in front of large crowds.

Ability to draft technology-related plans, policies, standards and guidelines.

Work effectively with agency leadership, state and local managers and staff, policy boards and other non-government groups." *Arizona education/experience requirements (above bullet points)*

2-3 years' experience in budget management and financial analysis. *State of Kansas requirement*

Desirable Qualifications

Certifications recognized at the National level to include but limited to the below:

NENA ENP Certification – Emergency Number Professional

APCO CPE – Certified Public Safety Executive

APCO RPL – Registered Public Safety Leader

Minimum Education

High School Diploma or GED – *Education requirement of State of Arizona*

Applicant should possess a bachelor's degree in public administration, criminal justice, communications, or related field. Minimum six years progressively responsible professional level experience in public safety communications and/or emergency management or telecommunications planning and supervision; or any equivalent combination of experience and education which provides the desired knowledge, skills, and ability required to perform the work. *Education requirement of Maine*

Bachelor's degree and four years of professional experience in emergency management, financial management (grant, contracting, claims management, budgeting), training/education, public information/affairs, program/project management, environmental analysis or planning, civil/structural engineering, legislative affairs, and/or urban planning. *Washington State education requirement. They position requires two years' experience at their level 2 of this position or the listed education.*

Fiscal Responsibilities

Develop RFP's for 911 equipment, network, and maintenance services and participate in bid reviews and recommendations.

Prepare and approve the annual 911 budget for the NPSCC and any related subcommittees and County 911 Coordinators

Approve all expenditures from the Statewide 911 Surcharge Fund

Manage all grants and prepare all requests for reimbursements.

Financial accountability for fund disbursements on the 911 services and equipment.

Supervisory Responsibilities

Direct staff and operations of the Division

Physical Demands

Insert State of NV common language

Working Conditions/Environment

Insert State of NV common language

Internal/External Contacts

Establish and maintain personal contacts with PSAP officials, attorneys, accountants, associates, and staff.

Roles & Responsibilities

This individual is given latitude to determine objectives, goals, and resources needed to complete the assignment in a way that is the most economical and feasible for the State of Nevada.

Provide research and technical support to the NPSCC

Formulates program goals and objectives.

Interprets and administers pertinent laws.

Coordinates implementation of 9-1-1 emergency reporting systems.

Reviews technical and operational specifications, standards, policies, procedures, and best practices for emergency telecommunications equipment software.

Negotiate contracts.

Maintain and update the Strategic Plan for the Statewide 911 position.

Evaluates performance of vendors and contractors to determine compliance with contractual terms and conditions.

Responsible for coordinating the development and implementation of the state 9-1-1 plan.

Provides a single point of accountability for statewide 9-1-1 issues related to the state 9-1-1 plan.

Coordinates 9-1-1 implementation activities statewide.

Provide a clearing house for information about state, local, and national 9-1-1 systems.

Gather and disseminate information on how the plan's initiatives are progressing.

Serve as a liaison between local, regional, state and federal 9-1-1 stakeholders.

Develop detailed descriptions of the technical and operational standards and design criteria for 9-1-1 systems.

Present reports, speeches, and seminars to federal, state, and local agencies to include NENA, APCO, and NASNA.

Travel requirements 40%-50%.

Respond to inquiries and complaints concerning 9-1-1 issues.

Serve as the NG9-1-1 statewide coordinator.

Adopt rules for:

Technical and operational standards for public safety answering points.

The system database, standards and procedures for developing and maintaining the database.

Statewide, locatable means of identifying customer location, such as addressing, geocoding or other means which provide for reliable emergency response.

Standards and procedures to ensure system and database security.

Ensure that all telephones in all communities are or can be selectively routed to one or more public safety answering point.

Coordinate the plans for the creation of enhanced 9-1-1 systems to serve a logical group of municipalities.

Coordinate with counties regarding enhanced 9-1-1 systems in existence prior to statewide system implementation.

PSAP agencies equipment must meet the standards of the ESI Net.

The State of Nevada must meet the National Standards and coordinate with the PSAP agencies the requirements of the equipment.

Shall attend local 911 Advisory Board meetings.⁶

⁶ Information gathered from multiple state job descriptions to include, Arizona, Ohio, Washington, Utah, Connecticut, Maine, and Vermont

Executive Summary

The recommendation of this committee is that the position of Statewide 911 Coordinator be a full time State employee. The position will be the Single Point of Contact for the State of Nevada for statewide 911 coordination. This position will coordinate with the Governor and State officials to update and change the NRS language. The recommendation of the language changes are attached to this report. The most significant changes are the surcharge amounts listed below:

1. Change the surcharge amount to .75 cents for wireline, wireless, VOIP, and any internet phones.
2. 3% charge to the consumer for point of sale
3. Hotel/Motel fee of .05 cents
4. No more than 5% of the funds collected will be used for administrative fees.

Language must be written into legislation that would limit the possibility of stripping the funds for other state budget deficits.

We also make the recommendation that an Advisory committee be created and comprised of representatives from the counties and the committee would mirror the process of LEPC and SERC groups.