

Elko County Enhanced 911 Advisory Committee

Five-Year Master Plan (v.1.3.1)

March 9, 2017

Plan Summary:

This Five-Year Master Plan is intended to serve as a guide to be referenced by Elko County Enhanced 911 Advisory Committee members, Elko County staff, Elko County Board of Commissioners, Public Safety Answering Point managers, emergency services managers, and members of the general public to understand what needs to be accomplished, and when, in order to enhance or improve the communications technology used for reporting emergencies in Elko County.

There are three Public Safety Answering Points (PSAPs) located in Elko County. They are located in Elko, West Wendover, and Owyhee. The number of private telecommunications companies providing service to residents within Elko County is nearly one dozen. All serve the citizens of Elko County to coordinate the emergency response process for local emergencies and various first responders.

Members of Elko County Enhanced 911 Advisory Committee intend for this to be a living document, which will need to be reviewed or updated at least annually as progress moves forward. This plan is a summary and does not yet provide various details, until such information may be identified. Over time, this document may become much more detailed and complex as we have seen in other jurisdictions nationally. As the process begins to move forward, it is anticipated that many additional steps, procedures, technology types, software, hardware, and equipment items will be identified as being necessary.

Timelines, descriptions, and cost estimates within this plan are only approximations, based upon information available on the listed date of the document.

Year 1 -- Fiscal Year 2016-2017

- Establish Elko County Ordinance – Elko County Board of Commissioners vote to establish an ordinance implementing a surcharge of \$0.25 per month for residential, commercial, and mobile telephone lines, and \$2.50 per month for trunk telephone lines, pursuant to NRS 244A.7641 through 244A.7647, for the purpose of enhancing or improving the telephone systems used for reporting emergencies in Elko County.
- Establish Elko County Enhanced 911 Advisory Committee – Elko County Board of Commissioners vote to establish an Advisory Committee to develop a Five-Year Master Plan for the enhancement and / or improvement of the telephone system for reporting emergencies in Elko County and to oversee any money allocated for that purpose, pursuant to NRS 244A.7645. There will be seven members and they shall meet at least quarterly.
- Establish Five (5) Year Master Plan – The ordinance requires the Advisory Committee to develop a Five-Year Master Plan for the enhancement and / or improvement of the telephone system for reporting emergencies in Elko County. The Master Plan may be approved by the Elko County Board of Commissioners. The Advisory Committee may, and should, revise the Plan from time to time as necessary.
- Create Special Revenue Fund – Elko County will create a special revenue fund pursuant to NRS 244A.7643 to be used for enhancing and improving the telephone system for reporting emergencies within Elko County. Once the Elko County Board of Commissioners approves the Five-Year Master Plan, the County should notify the various telecommunications service providers of the requirement to implement the surcharge and remit the funds to the County. The County will then be in a position to spend the funds from the account pursuant to NRS 244A.7641 through 244A.7647, for the purpose of enhancing and / or improving the telephone systems used for reporting emergencies in Elko County.
- Procure Technical Consultant – Contract for the services of a technical consultant, experienced with enhanced 911 services, to coordinate enhancement activities at the various Public Safety Answering Points (PSAP) within Elko County. The consultant should coordinate activities with Information Systems Specialists responsible for operation of related systems at the various PSAP's. The consultant should coordinate activities with management personnel at the various PSAP's.
- Additional Tasks – Provide additional work necessary, and / or procure additional equipment necessary, to accomplish the overall mission to enhance or improve the communications technology used for reporting emergencies in Elko County. These steps may be guided by a technical consultant contracted to coordinate enhancement activities at the various PSAPs within Elko County.

Year 2 -- Fiscal Year 2017-2018

- Establish Master Street Address Guides – At each PSAP within Elko County, coordinate the establishment of an electronic database which provides public safety dispatchers with correct information about existing addresses, geographic descriptions, common place names, Global Positioning System coordinates, and any other relevant data to assist dispatchers in determining the location of any emergency and calls for service related thereto.
- Selective Routers – At each PSAP within Elko County, purchase and install the correct selective router and related equipment, as needed. Complete testing to determine if the interface from the telco works correctly with the router and begin routing calls as soon as possible.
- Establish Necessary Interface – At each PSAP within Elko County, purchase and install the correct interface technology necessary, as needed, to receive the corresponding telecommunications data from the local exchange carrier.
- Additional Circuits -- At each PSAP within Elko County, establish connectivity necessary for the proper circuits to receive and route emergency calls for service from the various telecommunications providers, as needed.
- Maintenance – Provide necessary technology maintenance.
- Additional Tasks – Provide additional work necessary, and / or procure additional equipment necessary, to accomplish the overall mission to enhance or improve the communications technology used for reporting emergencies in Elko County. These steps may be guided by a technical consultant contracted to coordinate enhancement activities at the various PSAPs within Elko County.

Year 3 -- Fiscal Year 2018-2019

- Upgrade Master Street Address Guides – Provide additional work and / or necessary equipment needed to continually update the Master Street Address Guides at the various PSAPs within Elko County.
- Upgrade PSAP Computer Software – Purchase and install, as needed, the necessary upgraded computer software at the various PSAPs in Elko County in order to support the enhanced 911 technology.
- Maintenance – Provide necessary technology maintenance.
- Additional Tasks – Provide additional work necessary, and / or procure additional equipment necessary, to accomplish the overall mission to enhance or improve the communications technology used for reporting emergencies in Elko County. These steps may be guided by a technical consultant contracted to coordinate enhancement activities at the various Public Safety Answering Points within Elko County.

Year 4 -- Fiscal Year 2019-2020

- Upgrade Master Street Address Guides – Provide additional work and / or necessary equipment needed to continually update the Master Street Address Guides at the various PSAPs within Elko County.
- Upgrade PSAP Computer Software – Purchase and install, as needed, the necessary upgraded computer software at the various PSAPs in Elko County in order to support the enhanced 911 technology.
- Maintenance – Provide necessary technology maintenance.
- Additional Tasks – Provide additional work necessary, and / or procure additional equipment necessary, to accomplish the overall mission to enhance or improve the communications technology used for reporting emergencies in Elko County. These steps may be guided by a technical consultant contracted to coordinate enhancement activities at the various Public Safety Answering Points within Elko County.

Year 5 -- Fiscal Year 2020-2021

- Upgrade Master Street Address Guides – Provide additional work and / or necessary equipment needed to continually update the Master Street Address Guides at the various PSAPs within Elko County.
- Upgrade PSAP Computer Software – Purchase and install, as needed, the necessary upgraded computer software at the various PSAPs in Elko County in order to support the enhanced 911 technology.
- Maintenance – Provide necessary technology maintenance.
- Additional Tasks – Provide additional work necessary, and / or procure additional equipment necessary, to accomplish the overall mission to enhance or improve the communications technology used for reporting emergencies in Elko County. These steps may be guided by a technical consultant contracted to coordinate enhancement activities at the various Public Safety Answering Points within Elko County.

(End)