

Clark County, Nevada 9-1-1 Surcharge 5-Year Master Plan

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Galena Group, Inc.



*Information Technology / Communications
Management Consulting*

Table of Contents

1	Introduction	1
1.1	Overview	1
1.2	Key Findings and Recommendations	2
2	Legislative Review.....	4
2.1	5-Year Master Plan.....	4
2.2	Increase in Allowable 9-1-1 Surcharge	5
2.3	Funding Options	5
3	9-1-1 Surcharge Allowable Expense	7
3.1	Allowable Expenditures	7
3.2	How the 9-1-1 Funds May be Used, Per NRS 244A.7645	7
3.3	Table of Order and Priority of Expenditures for 9-1-1 Surcharge Fund,	8
3.4	9-1-1 Surcharge Expenditures and Federal Communication Commission (FCC) Rulemaking.....	10
3.5	Definition of Terms Within NRS 244A, With an Interpretation	12
4	Overview of Clark County PSAPs.....	14
4.1	Boulder City.....	14
4.2	Combined Communications Center (CCC)	15
4.3	City of Henderson.....	16
4.4	Las Vegas Metropolitan Police Department.....	18
4.5	City of Mesquite.....	19
4.6	City of North Las Vegas.....	21
5	PSAP Summary Tables.....	23
5.1	Service Area.....	23
5.2	Facilities and Workload.....	24
5.3	Technology in Use.....	26
5.4	Allowable Expenditures	27
6	Population Growth, Phone Lines, and Surcharge Revenue	28
6.1	Phone Line Projections and Revenue.....	28
7	Estimate for Allowable 9-1-1 Surcharge Recurring Costs	31
7.1	Basis of Costs Presented	31
7.2	Estimated 9-1-1 Related Cost for Next Five Years.....	33
7.3	Estimated Event Recorder Five Year Costs.....	34
8	Determine 9-1-1 Surcharge Fee Amount	35

8.1	Surcharge Fee Calculation Approach	35
8.2	Capital Costs.....	35
8.3	Determining the Clark County 9-1-1 Surcharge	36
8.4	Recommended 9-1-1 Surcharge.....	40
9	Implementation and Administration of a Clark County 9-1-1 Surcharge.....	42
9.1	9-1-1 Surcharge Fund	42
9.2	9-1-1 Advisory Committee.....	42
9.3	9-1-1 Advisory Committee Bylaws	44
9.4	Maximum 9-1-1 Surcharge Fund Balance	44
9.5	Example of 9-1-1 Fund Distribution Approval Process.....	45
10	Emergency Dispatch Facility Projects Presently Underway	46
10.1	Red Rock Joint Communications Center	46
10.2	City of Henderson Via Inspirada Police Station.....	46
10.3	Best Practice Consideration for New Emergency Communication Facilities...	47
11	Mental Health 9-8-8 Crisis Hotline	50
12	Recommendations and Proposed Steps	51
12.1	Establish a 9-1-1 Advisory Committee and Implement the 9-1-1 Surcharge...	51
12.2	Plan and Implement Next Generation 9-1-1 Technologies, Including an Emergency Services IP Network	52
12.3	Monitor Federal Actions Related to the Use of 9-1-1 Fees	53
12.4	Implement a Policy Prohibiting Use of 9-1-1 Surcharge Funds for Incident Recorders.	54
12.5	Establish Annual Review of 5-Year Master Plan and Review of Surcharge Fund Balance	55
12.6	Annual Review and Update of Funding Priorities.....	56
12.7	Develop a Process to Complete or Address Each Recommendation of this Master Plan	57
12.8	Periodic Reporting of PSAP Operational Metrics to the Committee.....	57
Appendix A, NRS 244A.7641 to 244A.7645		
Appendix B, Washoe County 9-1-1 Emergency Response Advisory Committee BYLAWS		

Clark County, Nevada 9-1-1 Surcharge, 5-Year Master Plan

1 Introduction

Clark County, Nevada engaged the Galena Group, Inc. to develop this “Five-Year Master Plan for the enhancement of the telephone system for reporting emergencies.”(Plan). The Plan is required to help comply with the requirements of the Nevada Revised Statutes (NRS) regarding the collection of 9-1-1 surcharge funds.

1.1 Overview

The focus of this Plan for Clark County is to enhance emergency response capabilities through the effective implementation and management of a 9-1-1 surcharge, as allowed by Nevada Revised Statutes (NRS). This plan details the legislative framework, starting with SB 473 in 1995, which authorized the surcharge, and subsequent expansions like SB 176 in 2017 and SB 89 in 2019, broadening the scope to include body and vehicle cameras.

The NRS states:

“...A board of county commissioners may not impose a surcharge pursuant to this section unless the board first adopts a 5-year master plan for the enhancement or improvement, as applicable, of the telephone system for reporting emergencies in the county.” (NRS) 244A.7643

As addressed in this Plan, the Nevada NRS also states that there must be an estimate of the cost of the enhancement of the telephone system, the cost of purchasing and maintaining portable event recording devices and vehicular event recording devices, and all proposed sources of money for funding that purpose. Related portions of the NRS are presented in the Legislative Review section, following this introduction. Also, sections of the NRS specific to the 9-1-1 funding mechanism are presented as Appendix A.

In the process of developing this Plan, Galena Group personnel toured each PSAP involved, collected specific cost, technology, and operational data. Over 25 Public Safety Answering Point (PSAP) emergency dispatch management personnel were interviewed. Bi-weekly project status meetings were held with PSAP team members to discuss recent activity and any upcoming action items. The project plan progress was also discussed with the team during each meeting.

For the purposes of this plan, the five primary PSAPs, and one secondary PSAP (Combined Communications Center) were involved. To gather information in the creation

of this 9-1-1 Master Plan, each of the PSAPs were toured and management personnel interviewed.

The PSAPs In Clark County involved in the development of this plan include:

- Boulder City Police Department
- Combined Communication Center (CCC)
- Henderson Police Department
- Las Vegas Metropolitan Police Department
- Mesquite Police Department
- North Las Vegas Police Department

A description of each of the PSAPs in the County, including their current state, number of 9-1-1 calls they receive, Calls for Service (CFS) they process, and technology systems is presented in section 4, Overview of Clark County PSAPs, in this document.

1.2 Key Findings and Recommendations

As a part of a 9-1-1 surcharge, the NRS requires establishing a 9-1-1 advisory committee (Committee) that will review 9-1-1 related funding requests which may be presented by the six (6) Public Safety Answering Points (PSAPs) in the County. The Committee also would make recommendations to the Clark County Board of County Commissioners (BCC). The minimum composition and membership of the Committee is also defined by the NRS. The plan emphasizes the necessity of establishing this committee to oversee the surcharge implementation, create county ordinances, draft bylaws, and ensure compliance with state and federal regulations.

The plan also recommends adopting Next Generation 9-1-1 (NG9-1-1) technologies and an Emergency Services IP Network (ESInet) to improve the efficiency and resilience of emergency communications. Monitoring federal actions is crucial to ensure compliance and prevent fund diversion. Also, a clear policy is advised to prohibit the use of 9-1-1 surcharge funds for incident recorders, aligning with FCC regulations.

Annual reviews of the 5-Year Master Plan and funding priorities are suggested to maintain financial health and compliance. The plan highlights the importance of developing processes to address each recommendation, ensuring transparency, accountability, and continuous improvement in the county's 9-1-1 services. The document includes an overview of the Public Safety Answering Points (PSAPs) in Clark County, their current state, workload, and technology systems.

The estimated revenue from the collection of a 9-1-1 surcharge on telephone services including wireless (Cell phone), wireline (landlines) and Voice over Internet Protocol

(VoIP) is presented under section 6, Population Growth, Phone Lines, and Surcharge Revenue. Since Clark County has not previously collected a 9-1-1 surcharge, these estimates are based on the population of the County and accepted formulas for the expected percent of cell phones and other telephone services. The current existing “allowable” 9-1-1 expenses are then compared to possible revenue. Variations of possible surcharge amounts are presented. The maximum allowable surcharge fund balance in any one fiscal year is determined for each alternative. Based on these calculations, a recommendation is presented to set the level of the initial implementation of a 9-1-1 surcharge.

Based on the analysis of projected revenues and costs for the County's 9-1-1 systems, the \$0.45 surcharge approach is recommended, with a few necessary adjustments to ensure financial sustainability and compliance with constraints.

This recommended surcharge amount will need to be reviewed by the 9-1-1 Advisory Committee and revised as may be determined at that time. Implementing a regular review process to monitor revenue and cost trends will allow for timely adjustments to the surcharge rate if actual figures deviate significantly from projections. Efficient management of both recurring and capital costs is crucial, and exploring cost-saving measures and optimizing capital expenditures will help maintain the financial health of the 9-1-1 fund.

The BCC will need to implement and administer a surcharge 9-1-1 fund. The BCC will also need to define the actual surcharge fee, authorize a 9-1-1 advisory committee and manage the collection of a surcharge, and payments to the six (6) PSAPs for authorized expenditures.

2 Legislative Review

The Legislative Review section outlines the historical and ongoing legislative efforts by the Nevada Legislature to enhance 9-1-1 emergency services through the implementation and expansion of a telephone line surcharge. This review traces key legislative milestones. This section also highlights the financial responsibilities and the role of advisory committees in these legislative changes, supported by excerpts from relevant Nevada Revised Statutes (NRS). Nevada Legislature and Action to Enhance 9-1-1 Services.

The Nevada Legislature has enacted several bills to enhance 9-1-1 emergency services and expand the permissible uses of the associated telephone line surcharge. Starting with Senate Bill (SB) 473 in 1995, which authorized the surcharge to improve 9-1-1 systems, subsequent legislation has broadened its scope. Notably, SB 176 in 2017 and SB 89 in 2019 included provisions for the purchase and maintenance of body cameras and vehicle cameras for various public safety agencies.

The 1995 Nevada Legislature enacted Senate Bill (SB) 473 which authorized a telephone line surcharge to be imposed in certain counties for the enhancement of existing 9-1-1 emergency services. The Act required that any county imposing the surcharge create an advisory committee to develop a plan for 9-1-1 enhancements and recommend expenditures to ensure that the county's 9-1-1 emergency response system provides the most efficient service available.

The 2017 Nevada Legislature enacted SB 176 which expanded the permissible use of the telephone line surcharge to include the purchase and maintenance of portable event recording devices (body cameras) and vehicular event recording devices (vehicle cameras). Senate Bill 176 (2017) modified many aspects of the previous 9-1-1 legislation and changed some of the elements of the prior surcharge statutes.

The 2019 Nevada Legislature enacted SB 89 which again expanded the permissible use of the telephone line surcharge to include the purchase and maintenance of body cameras and vehicle cameras for use by a county school district that employs school police officers and by a Department of Alternative Sentencing.

Related sections of the NRS are presented in Appendix A.

2.1 5-Year Master Plan

As mentioned above, SB 176 (2017), modified previous legislation and included the addition of Event Recording Devices to the obligations of the 9-1-1 surcharge and

required developing a 5-year master plan. SB 176 also defined some elements of the 5-Year Plan, including how frequently it needs to be reviewed:

Sec. 3. NRS 244A.7643 is hereby amended to read as follows:

2. A board of county commissioners may not impose a surcharge pursuant to this section unless the board first adopts a 5-year master plan for the enhancement of the telephone system for reporting emergencies in the county or for the purpose of purchasing and maintaining portable event recording devices and vehicular event recording devices, as applicable. The master plan must include an estimate of the cost of the enhancement of the telephone system or of the cost of purchasing and maintaining portable event recording devices and vehicular event recording devices, as applicable, and all proposed sources of money for funding those costs. For the duration of the imposition of the surcharge, the board shall, at least annually, review and, if necessary, update the master plan.

The NRS states above “For the duration of the imposition of the surcharge, the board shall, at least annually, review and, if necessary, update the master plan.”

2.2 Increase in Allowable 9-1-1 Surcharge

From 1995 until July of 2018, the maximum allowable surcharge, as defined in the State legislation, was \$0.25 per access line per month. SB 176 (2017), among other changes, redefined the maximum allowable 9-1-1 surcharge, stating:

3. The surcharge imposed by a board of county commissioners pursuant to this section:

(a) For each access line to the local exchange of a telecommunications provider, must not exceed \$1 each month;

(b) For each trunk line to the local exchange of a telecommunications provider, must equal 10 times the amount of the surcharge imposed for each access line to the local exchange of a telecommunications provider pursuant to paragraph (a); and

(c) For each telephone number assigned to a customer by a supplier of mobile telephone service, must equal the amount of the surcharge imposed for each access line to the local exchange of a telecommunications provider pursuant to paragraph (a).

2.3 Funding Options

State legislation allows a couple of alternatives for Clark County to collect funds for 9-1-1 specific expenses. The first option is the surcharge per wireline, wireless, and Voice over Internet Protocol (VoIP) line per month. This method is how Washoe County, Carson, Humboldt and several other counties in Nevada currently collect funds. In each case, the 9-1-1 surcharge fund only augments emergency dispatch funding, and does not pay for all 9-1-1 related expenses. One other funding option is the development of a special taxing authority. NRS 268.767 states in part:

“If any incorporated city in a county whose population is 700,000 or more is not a part of a district established pursuant to [NRS 244A.765](#) to [244A.777](#), inclusive, the council for that city must, by

ordinance, create a taxing district to establish within the incorporated area of that city a system to provide a telephone number to be used in an emergency if the question for the funding of the system has been approved by the voters of that city.”

Like other public safety expenses, 9-1-1 related costs are primarily paid from each of the PSAP jurisdiction’s general funds.

A 9-1-1 surcharge would be based on wireline, wireless and VoIP users’ ongoing subscriptions and purchase of the services within Clark County. 9-1-1 surcharges collected for a county are based on the location specified in the customer's billing address. For Clark County this fee would be collected from the customer by the various service providers, and then transferred directly to the County. Since visitors, and many short-term workers may not have a billing address in the county, 9-1-1 surcharges would not apply to those phones.

Using Washoe County as an illustration, over the past several years there has been some fluctuation in the surcharge amounts and the source. For example, as wireless phones became more prevalent, the surcharge from that category increased while the wireline category decreased. At that time, VoIP services continued to become much more common, and VoIP carriers were required to provide the surcharge funds along with the wireline and wireless providers.

The City of North Las Vegas is the only jurisdiction identified as having a specific public safety tax. The revenue from this tax is used to fund various public safety and municipal services within the city. This tax is part of a special property tax rate. At the time of this writing, North Las Vegas will have two ballot questions in the June 2024 primary election in order to extend two special tax formulas set to expire in the coming years.

3 9-1-1 Surcharge Allowable Expense

This section outlines the boundaries and permissible uses of 9-1-1 surcharge funds, based on statutory language and practical experiences in Nevada counties. While this report does not offer legal advice, it provides an understanding of the legislation, emphasizing that this is not a legal interpretation. For specific legal advice on the suitability of funding requests, the Clark County District Attorney's Office should be consulted.

3.1 Allowable Expenditures

The allowable 9-1-1 surcharge expenditures identified by the State surcharge legislation were modified in the last few sessions and include items not previously permissible. It is important to understand these limitations so the funding recommendations can provide the greatest benefit to the community while complying with the legislation and protecting the County from any potential legal challenges.

Any new Clark County Code should follow the wording of the applicable State Surcharge statute, NRS 244A. The NRS surcharge legislation specifically defines how the 9-1-1 surcharge funds may be used, and the priority of such expenditures.

3.2 How the 9-1-1 Funds May be Used, Per NRS 244A.7645

For purposes of this 5-year plan, those portions of Nevada State statutes that are applicable to Clark County are referenced. Some extracts of the statutes read as follows:

“...3. If a surcharge is imposed in a county pursuant to NRS 244A.7643, the board of county commissioners of that county shall create a special revenue fund of the county for the deposit of the money collected pursuant to NRS 244A.7643. The money in the fund must be used only:

- (a) To pay the costs of adopting and reviewing the 5-year master plan for the enhancement of the telephone system for reporting emergencies in the county that is required pursuant to NRS 244A.7643.
- (b) With respect to the telephone system for reporting an emergency:
 - (1) In a county whose population is 45,000 or more, to enhance the telephone system for reporting an emergency, including only:
 - (I) Paying recurring and nonrecurring charges for telecommunication services necessary for the operation of the enhanced telephone system;
 - (II) Paying costs for personnel and training associated with the routine maintenance and updating of the database for the system;
 - (III) Purchasing, leasing or renting the equipment and software necessary to operate the enhanced telephone system, including, without limitation, equipment and software that identify the number or location from which a call is made; and
 - (IV) Paying costs associated with any maintenance, upgrade and replacement of equipment and software necessary for the operation of the enhanced telephone system.

(c) With respect to purchasing and maintaining portable event recording devices and vehicular event recording devices, paying costs associated with the acquisition, maintenance, storage of data, upgrade and replacement of equipment and software necessary for the operation of portable event recording devices and vehicular event recording devices or systems that consist of both portable event recording devices and vehicular event recording devices...”

To help fully define and understand the specifics of the allowable expenditures of a 9-1-1 fund, the wording presented in NRS 244A.7645 under “To improve the telephone system for reporting an emergency in the county” is reviewed.

Under that section, a list is provided limiting what may be paid out of the surcharge fund and is presented as “including only.” The occurrence in NRS 244A.7645 read as follows:

“With respect to the telephone system for reporting an emergency:

(1) In a county whose population is 45,000 or more, to enhance the telephone system for reporting an emergency, including only:

(I) Paying recurring and nonrecurring charges for telecommunication services necessary for the operation of the enhanced telephone system;

(II) Paying costs for personnel and training associated with the routine maintenance and updating of the database for the system;

(III) Purchasing, leasing or renting the equipment and software necessary to operate the enhanced telephone system, including, without limitation, equipment and software that identify the number or location from which a call is made; and

(IV) Paying costs associated with any maintenance, upgrade and replacement of equipment and software necessary for the operation of the enhanced telephone system.”

3.3 Table of Order and Priority of Expenditures for 9-1-1 Surcharge Fund,

This section addresses the priority of 9-1-1 surcharge fund expenditures Per NRS 244A.7645 statute. The table presented on the next page is provided as a guide for prioritization of the use of 9-1-1 Surcharge funds based on **NRS 244A.7645***.

Location*	Statute Wording		Brief Definition
1	3.(a)	Adopt and review the 5-year master plan.	5-year master plan
2	3.(d)	If the county performs an analysis or audit described in NRS 244A.7648 , paying the costs associated authorized pursuant to paragraph (d) of subsection 3. [...To pay any costs associated with performing an analysis or audit pursuant to NRS 244A.7648 of the surcharges collected by telecommunications providers.	Analysis or audit pursuant to NRS 244A.7648 of the surcharges collected by telecommunications providers.
3	3.(b), (1)	In a county whose population is 45,000 or more, to enhance the telephone system for reporting an emergency, including only:	To improve the telephone system for reporting an emergency in the county.
		(I) Paying recurring and nonrecurring charges for telecommunication services necessary for the operation of the enhanced telephone system;	
		(II) Paying costs for personnel and training associated with the routine maintenance and updating of the database for the system;	
		(III) Purchasing, leasing or renting the equipment and software necessary to operate the enhanced telephone system, including, without limitation, equipment and software that identify the number or location from which a call is made; and	
		(IV) Paying costs associated with any maintenance, upgrade and replacement of equipment and software necessary for the operation of the enhanced telephone system.	
4	3.(c), (1)	...costs associated with the acquisition, maintenance, storage of data, upgrade and replacement of equipment and software necessary for the operation of portable event recording devices and vehicular event recording devices or systems that consist of both portable event recording devices and vehicular event recording devices. Money may be expended pursuant to this subparagraph for the purchase and maintenance of portable event recording devices or vehicular event recording devices...	Acquisition, maintenance, storage of data, upgrade and replacement of equipment and software necessary for portable event recording devices and vehicular event recording devices or systems. Further defines Law Enforcement agencies and departments using the event recording devices.
5	3.(c), (2)	Costs for personnel and training associated with maintaining, updating and operating the equipment, hardware and software necessary for portable event recording devices and vehicular event recording devices or systems that consist of both portable event recording devices and vehicular event recording devices.	Personnel and training associated with maintaining, updating and operating the equipment, hardware and software necessary for portable event recording devices and vehicular event recording devices.
6	3.(c), (3)	Costs for personnel and training associated with the maintenance, retention and redaction of audio and video events recorded on portable event recording devices and vehicular event recording devices or systems that consist of both portable event recording devices and vehicular event recording devices.	Personnel and training associated with the maintenance, retention and redaction of audio and video events recorded on portable event recording devices and vehicular event recording devices or systems

***NRS 244A.7645** "Establishment of advisory committee to develop plan to enhance or improve telephone system; creation of special revenue fund; use of money in fund."

3.4 9-1-1 Surcharge Expenditures and Federal Communication Commission (FCC) Rulemaking

The allowable use of 9-1-1 surcharge fees as stated in the NRS includes, “to acquire and maintain event recording devices such as body worn cameras and in-vehicle cameras.” This use of the 9-1-1 funds are in opposition to the Code of Federal Regulations (CFR) Title 47 § 9.23.¹

The NRS 244A.7645 3.(c), (1) states in part:

“...costs associated with the acquisition, maintenance, storage of data, upgrade and replacement of equipment and software necessary for the operation of portable event recording devices and vehicular event recording devices or systems that consist of both portable event recording devices and vehicular event recording devices. Money may be expended pursuant to this subparagraph for the purchase and maintenance of portable event recording devices or vehicular event recording devices...”

The Code of Federal Regulations “(CFR) Title 47 § 9.23 Designation of acceptable obligations or expenditures...” defines and provides examples of acceptable and not acceptable purposes and functions for the obligation or expenditure of 9-1-1 fees or charges..”

The acceptable examples presented in the CFR include, in part:

- PSAP operating costs, including lease, purchase, maintenance, replacement, and upgrade of customer premises equipment (CPE) (hardware and software), computer aided dispatch (CAD) equipment (hardware and software), and the PSAP building/facility and including NG911, cybersecurity, pre-arrival instructions, and emergency notification systems (ENS). PSAP operating costs include technological innovation that supports 911;
- Integrating public safety/first responder dispatch and 911 systems, including lease, purchase, maintenance, and upgrade of CAD hardware and software to support integrated 911 and public safety dispatch operations; and
- Providing for the interoperability of 911 systems with one another and with public safety/first responder radio systems.

The “not acceptable” examples include:

- Equipment or infrastructure for law enforcement, firefighters, and other public safety/first responder entities that does not directly support providing 911 services.

¹ <https://www.ecfr.gov/current/title-47/chapter-I/subchapter-A/part-9/subpart-I/section-9.23>

Based on this definition and the Federal Communication Commission's prior and ongoing identification of law enforcement body worn cameras and vehicle recorders as being not acceptable, the current NRS and CFR 47 § 9.23 are conflicting.

In the last several iterations of the FCC Annual Report to Congress on State Collection and Distribution of 9-1-1 and Enhanced 9-1-1 Fees and Charges, the FCC has often named Nevada as one of the States that divert 9-1-1 fees for not acceptable use.

An example of the FCC specifically mentioning Nevada in the diversion of 9-1-1 funds is the Federal Communications Commission's "Twelfth Annual Report to Congress on State Collection and Distribution of 9-1-1 and Enhanced 9-1-1 Fees and Charges," (Dec. 8, 2020) stated:

"...that the expenditure of 911/E911 fees on police body cameras and vehicular recording devices constituted diversion of 911/E911 fees for non-911 public safety uses."

Nevada was mentioned multiple times in this document and was identified along with 5 other States as diverting or transferring 9-1-1/E9-1-1 fees for purposes other than 9-1-1/E9-1-1 in 2019.

The, Fifteenth Annual Report to Congress on State Collection and Distribution of 9-1-1 and Enhanced 9-1-1 Fees and Charges (Released December 29, 2023), again mentions Nevada in fee diversion and states:

"...The Bureau found in the Tenth, Eleventh, Twelfth, Thirteenth, and Fourteenth Reports that the expenditure of 911/E911 fees on police body cameras and vehicular recording devices constituted diversion of 911/E911 fees for non-911 public safety uses.¹³⁹ We make the same finding in this report. In this year's filing covering 2022, Nevada has not submitted any information indicating that the state has revised its statute or otherwise prohibited local jurisdictions from using 911 fees for body cameras and vehicular recording devices.

The FCC Report and Order In the Matter of 9-1-1 Fee Diversion, adopted June 24, 2021, also addressed the uses of 9-1-1 fees by states and taxing jurisdictions that constitute fee diversion. The Report and Order further defined fee diversion and many other aspects of the use of 9-1-1 fees. As a part of the Report and Order the FCC also restricts fee diverting jurisdictions as follows:

As proposed, we find that any state or taxing jurisdiction identified by the agency as engaging in diversion will be ineligible to participate on any advisory committee established by the Commission. The first fee diversion report required to be submitted one year after the enactment of section 902 will include a list of states and taxing jurisdictions identified as practicing fee diversion.²¹⁰ The agency will begin identifying representatives of diverting jurisdictions on its current advisory

committees, if any, following the issuance of that report, and evaluate how to remove such representatives from current advisory committees. One commenter supports the prohibition without caveats, and some commenters seek clarification on or ask the Commission to revisit the scope of the prohibition against serving on advisory committees when a state or taxing jurisdiction has been designated a diverter.

The prohibition against serving on advisory committees seems like a minimal restriction compared to some controls that were identified by the FCC Strikeforce on fee diversion. In 2021, the FCC announced formed the “Ending 9-1-1 Fee Diversion Now Strike Force” (9-1-1 Strike Force). [[Federal Register :: Intent To Establish the 911 Strike Force Federal Advisory Committee](#)]

“...the 911 Strike Force shall study how the Federal Government can most expeditiously end diversion of 911 fees and charges by states and other taxing jurisdictions (911 fee diversion). In carrying out this study, the 911 Strike Force shall: “(i) determine the effectiveness of any Federal laws, including regulations, policies, and practices, or budgetary or jurisdictional constraints regarding how the Federal Government can most expeditiously end diversion by a State or taxing jurisdiction of 9-1-1 fees or charges; (ii) consider whether criminal penalties would further prevent diversion by a State or taxing jurisdiction of 9-1-1 fees or charges...”

At that time, the Strikeforce identified several possible actions including denying FCC radio licensing as leverage to prevent fee diversion.

3.5 Definition of Terms Within NRS 244A, With an Interpretation

To help define the allowable expenditures, it is important to understand the definitions under the State Statute. Importantly, the definition of “Telephone system” should be applied to the use of 9-1-1 funds. These definitions say, in part:

“NRS 244A.7641 Definitions. As used in [NRS 244A.7641](#) to [244A.7648](#), inclusive, unless the context otherwise requires:...

...3. “Portable event recording device” has the meaning ascribed to it in [NRS 289.830](#)...

[\[NRS 289.830\]](#) ... (b) “Portable event recording device” means a device issued to a peace officer by a law enforcement agency to be worn on his or her body and which records both audio and visual events occurring during an encounter with a member of the public while performing his or her duties as a peace officer.

...5. “Telephone system” means a system for transmitting information between or among points specified by the user that does not change the form or content of the information regardless of the technology, facilities or equipment used. A telephone system may include, without limitation:

- (a) Wireless or Internet technology, facilities or equipment; and
- (b) Technology, facilities or equipment used for transmitting information from an emergency responder to the user or from the user to an emergency responder.

6. “Vehicular event recording device” means a device which is affixed to a marked vehicle of a law enforcement agency, as defined in [NRS 289.830](#), and which records both audio and visual events.”

The reference in the definition to “*transmitting information between the user and the emergency responder*” does not identify who the user is intended to represent. It is possible that the user is intended to represent the caller requesting emergency assistance. This was the interpretation used and adopted in some State of Nevada Counties’ 9-1-1, 5-year plans. However, there continues to be ongoing discussion about this interpretation.

Also, an understanding of “transmitting information between the user and the emergency responder” may include methods of communication, such as Computer Aided Dispatch (CAD) and specific use of two-way radios. The use of 9-1-1 funds for radio and data communications related to 9-1-1 calls and how that will be defined and managed has resulted in ongoing discussions in other Nevada Counties.

Additionally, it is important to point out the reference to allowable training costs in the fund. The language that states “Paying costs for personnel and training associated with the routine maintenance and updating of the database for the system” is very narrow and specific. If the County wished to use the surcharge funds for training outside of this definition, the legislation may need to be updated. Federal legislation provides a broader definition of allowable training expenditures and may be used as the basis of changes to State legislation. The Next Generation 9-1-1 Advancement Act of 2012, Subtitle E of HR3630, states:

“training public safety personnel, including call-takers, first responders, and other individuals and organizations who are part of the emergency response chain in 9-1-1 services.”

In the future, the Committee may wish to assist in bringing the State legislation into alignment with the Federal model.

The Washoe County Regional 9-1-1 Advisory Committee has frequently used surcharge funds to pay for fees and travel expenses for some 9-1-1 dispatch personnel to attend professional, educational conferences. As part of attending a conference or program, personnel would attend a 9-1-1 systems database related educational seminar which was used as justification for the expenditure.

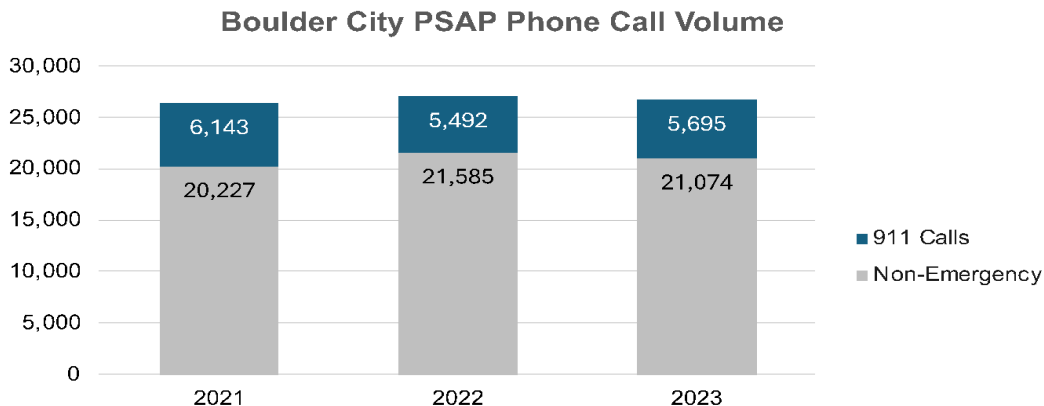
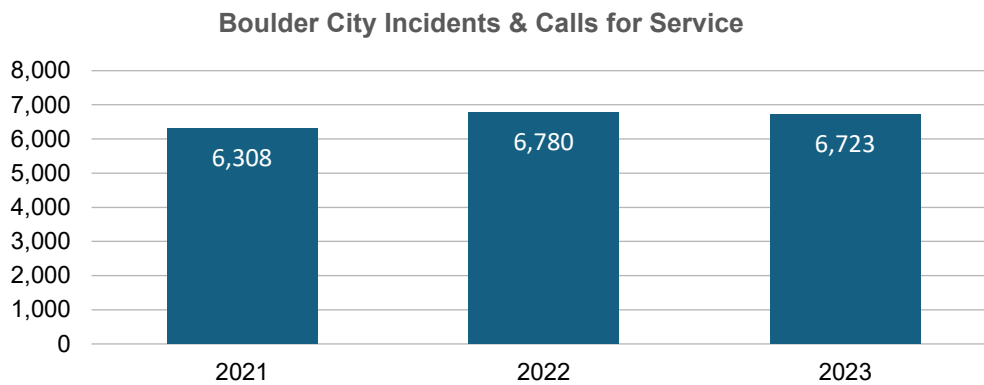
4 Overview of Clark County PSAPs

The following section provides a summary overview of each PSAP included in this Master Plan, including an overview of its governance, workload, number of workstations, primary technology systems, and recent spending which would be eligible for reimbursement.

4.1 Boulder City

The Boulder City PSAP is part of the City’s police department and serves as the primary answering point for calls from within Boulder City. The center has a total of 3 fully equipped workstations and dispatches the City’s police units. Fire and EMS calls are transferred to the Combined Communications Center.

The PSAP has received an average of 5,800 9-1-1 calls annually from 2021-2023, as well as 21,000 non-emergency calls. It has recorded an average of 6,600 incidents and calls for service during that time. See the charts below:



The PSAP uses the Motorola Flex CAD system and RMS provided through the Nevada State Police, including the mobile version for field units. The department operates on the

Southern Nevada Area Communications Council (SNACC) radio network using Motorola consoles and receives 9-1-1 calls on a WesTel 9-1-1 system.

The city's allowable PSAP expenditures last year which would be eligible for surcharge funding included about \$107,000 in recurring costs such as subscription to the State CAD/RMS, 9-1-1 system, and paging systems, as well \$140,000 in capital investment for software implementation and \$81,000 for body-worn cameras.

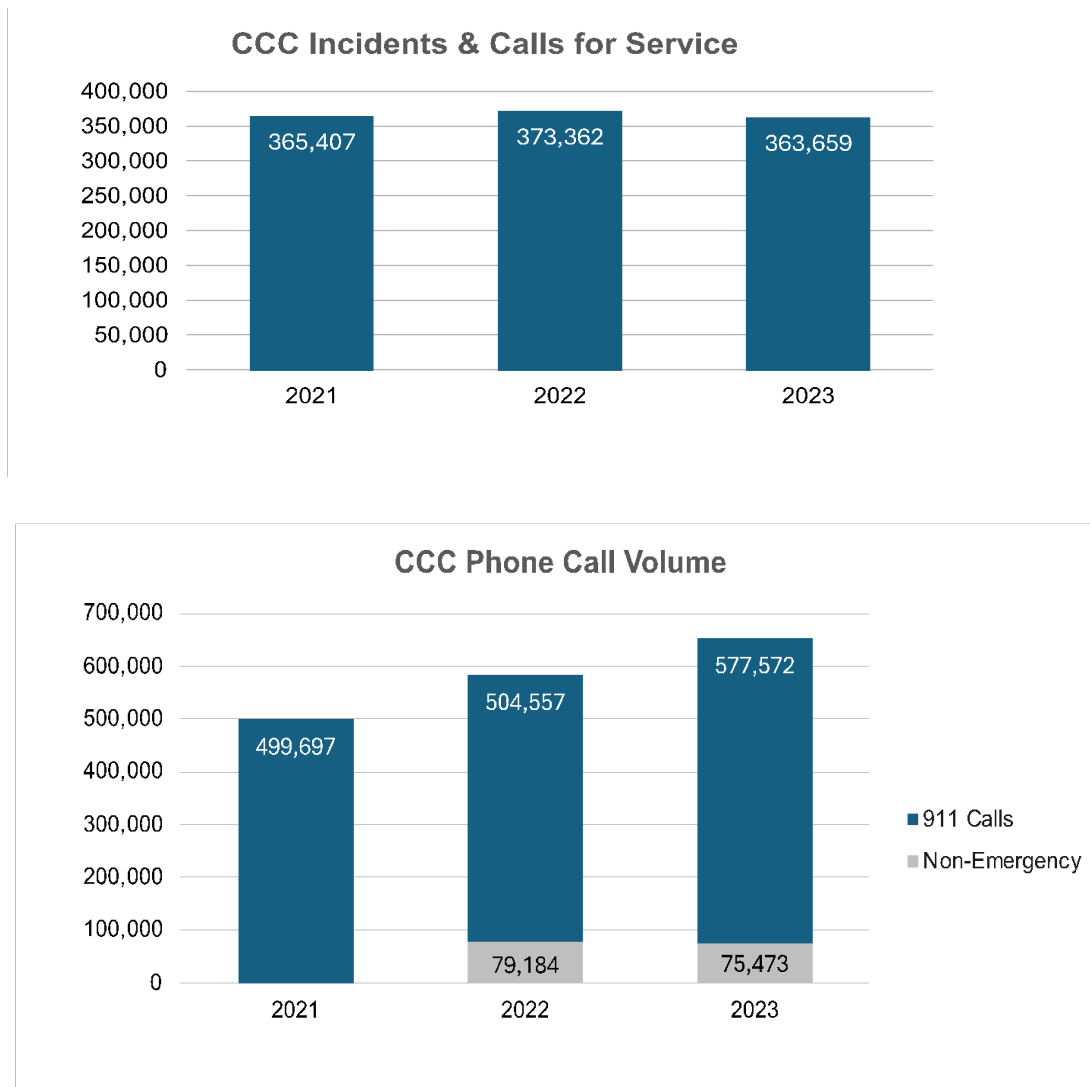
4.2 Combined Communications Center (CCC)

The Combined Communications Center (CCC) PSAP operates under an interlocal agreement between Clark County, the City of Las Vegas Fire Department, and the City of North Las Vegas. The City staffs and operates the dispatch center, and the County owns the CAD system. Each entity charges the others a percentage of costs based on the respective call volume in each. The interlocal agreement establishes a board of three to govern the center, with one member from each of the three entities. Unanimous agreement is required for certain types of changes, such as hiring additional staffing.

The CCC serves as a secondary PSAP, dispatches Fire and EMS responders for each jurisdiction in the County except for Henderson, Boulder City, and Mesquite. The center has a total of 18 workstations, including 12 for call-taking, 4 dispatch, a supervisor, and a training console.

As a secondary PSAP, all calls come to the CCC as transfers from a primary center. The PSAP has received an average of 527,000 9-1-1 calls annually from 2021-2023, as well as 77,000 non-emergency calls¹. It has recorded an average of 367,000 incidents and calls for service during that time. See the charts below:

¹ Non-emergency call average based on 2022-23, since non-emergency call volumes for 2021 were not available due to a change in phone systems.



The PSAP uses a CentralSquare Inform CAD system, which also functions as a data repository rather than a full RMS module. CentralSquare also runs on mobile data terminals in Fire/EMS units. The center operates on the Southern Nevada Area Communications Council (SNACC) radio network using Motorola consoles, and receives calls on a Motorola Vesta 9-1-1 system provided by Lumen.

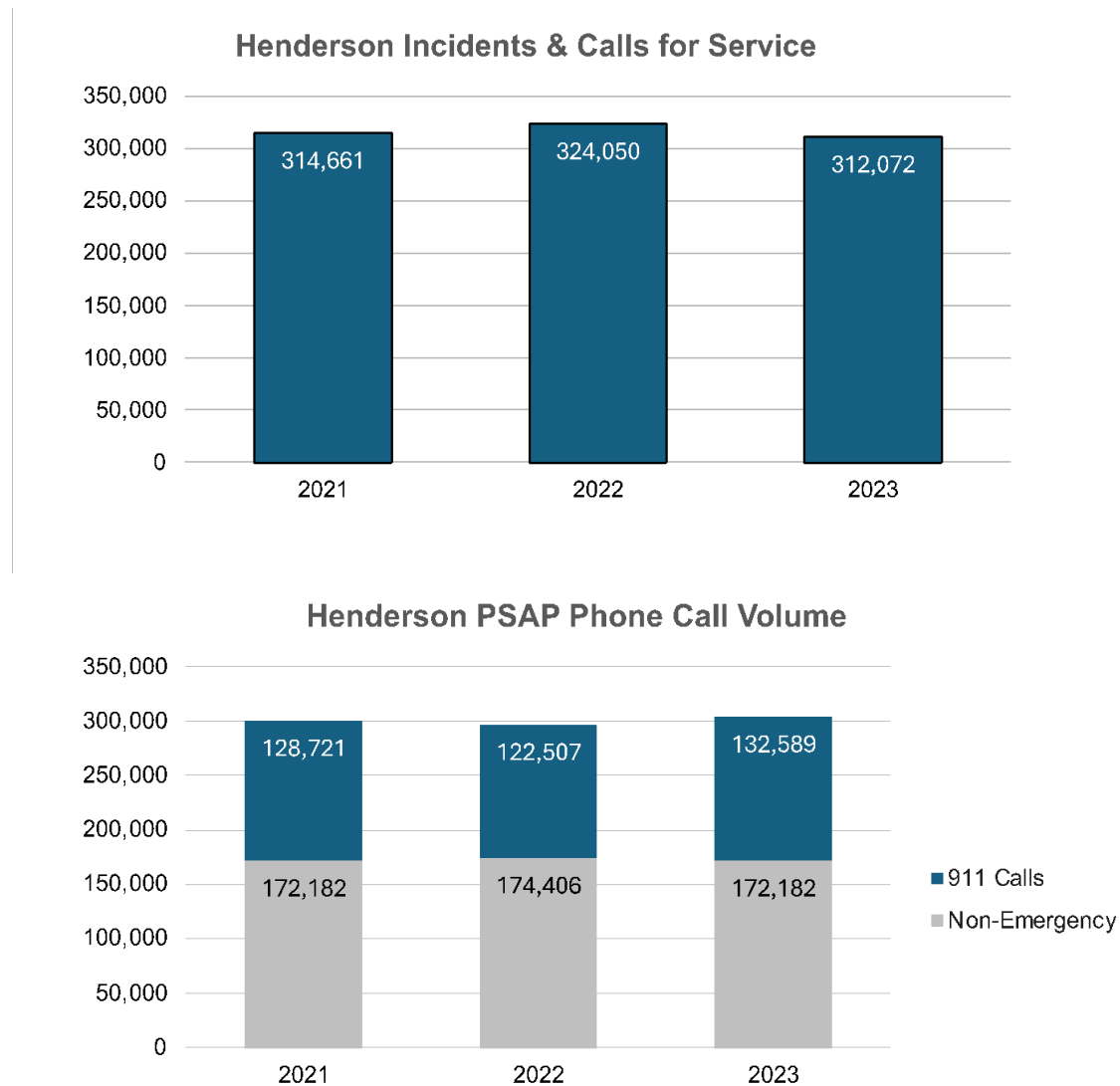
The center's allowable PSAP expenditures last year which would be eligible for surcharge funding included about \$1.97 million in recurring costs (primarily software subscriptions). There is no body-worn camera expense associated with the Fire/EMS center.

4.3 City of Henderson

The Henderson PSAP is part of the City's Police Department and serves as the primary answering point for calls from within the City of Henderson. The center has a total of 11

fully equipped workstations, including one supervisor station, and dispatches City police and fire/EMS responders.

The PSAP received an average of 128,000 9-1-1 calls annually from 2021-2023, as well as 172,000 non-emergency calls. It has recorded an average of 317,000 incidents and calls for service during that time. See the charts below:



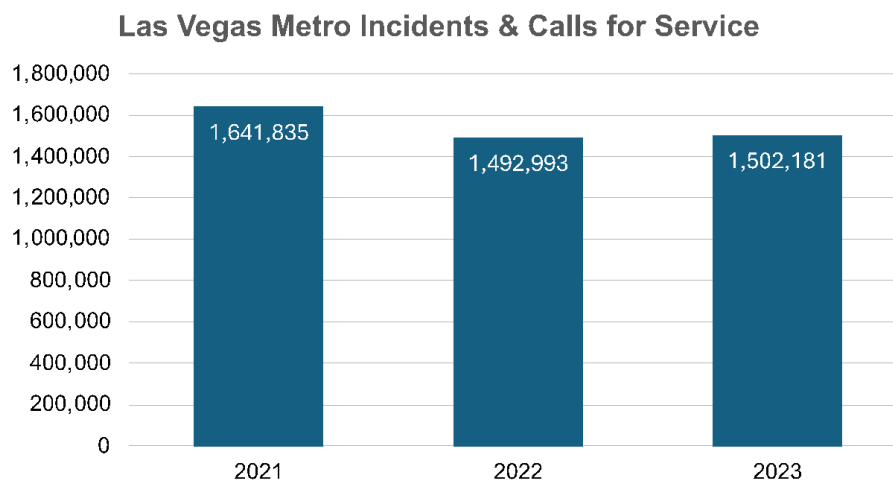
The PSAP uses the Motorola PremierOne CAD system and RMS, including the mobile version deployed on laptops in responding vehicles. The department operates on the Southern Nevada Area Communications Council (SNACC) radio network using Motorola consoles and receives 9-1-1 calls on an Intrado 9-1-1 system provided by Lumen, via centralized automatic message accounting (CAMA) trunks.

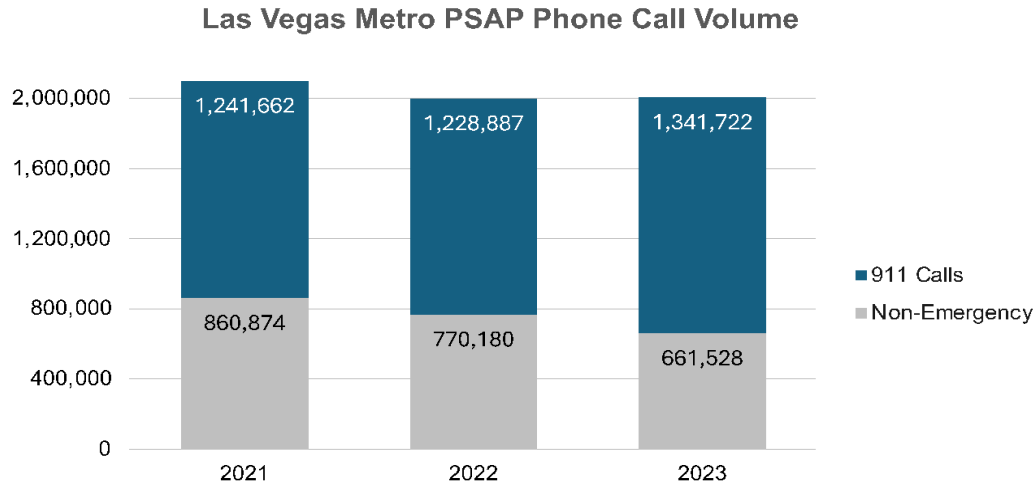
The department's known allowable expenditures last year, which would be eligible for surcharge funding included about \$911,000 in recurring costs such as software subscriptions, and \$759,000 for body-worn cameras. The department is also finalizing a new facility for public safety to open in 2025, approximately 15% of which will be dedicated to the PSAP. It will feature a total of 32 workstations, and the existing PSAP facility will become a fully-redundant failover backup to the new center at that time.

4.4 Las Vegas Metropolitan Police Department

The Las Vegas Metropolitan Police Department is a joint city-county agency serving the City of Las Vegas and unincorporated Clark County. The Department is overseen by an elected Sheriff. The Department's PSAP serves as the primary answering point for emergency calls from the jurisdiction served and dispatches the Department's officers. Fire and emergency medical services (EMS) calls are transferred to the Combined Communications Center.

The PSAP has received an average of 1,270,000 million 9-1-1 calls annually from 2021-2023, as well as 764,000 non-emergency calls. It has recorded an average of 1,546,000 incidents and calls for service during that time. See the charts below:





The center operates at two locations: a newer primary center and an older annex. The primary center has 58 communications workstations, and the annex has 19. There are an additional 26 consoles used for training purposes, as well.

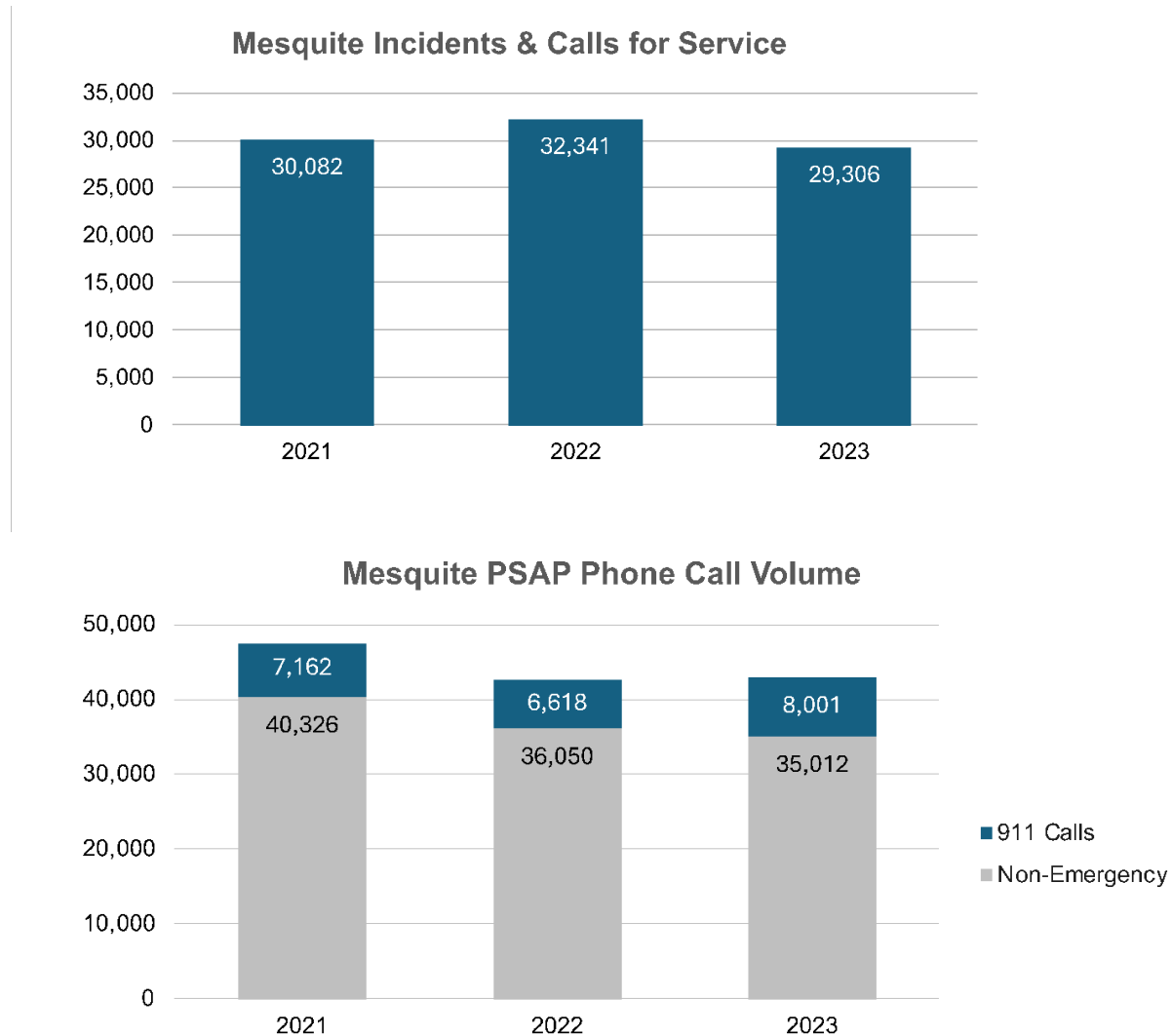
The PSAP uses the Motorola PremierOne Computer Aid Dispatch (CAD) system and Records Management System (RMS), including the mobile version deployed on more than 1,300 devices throughout the department. The department operates on a Motorola Solutions P25, Trunked, 700 MHz radio system across 26 sites, and receives 9-1-1 calls on a locally hosted Motorola Vesta system. The 9-1-1 system is connected to the Lumen central office using analog lines. The Vesta system was refreshed in 2021. The new and old centers are linked on the same network and CAD, so they are fully interoperable.

The department’s allowable expenditures which would be eligible for surcharge funding totaled nearly \$7 million last year. These expenses included about \$1.96 million in recurring costs, much of which is due to \$1.2 – 1.3 million in contractual costs for the CAD system. Recent actions to help improve the technology and delivery of 9-1-1 calls will increase recurring costs to total almost \$4.4 million. The department also spent \$3.7 million for body-worn cameras.

4.5 City of Mesquite

The Mesquite PSAP is part of the City’s police department and serves as the primary answering point for calls from within the City of Mesquite. The center has a total of 3 fully equipped workstations and dispatches the City’s police units. Fire and EMS calls are transferred to the Combined Communications Center.

The PSAP has received an average of 7,300 9-1-1 calls annually from 2021-2023, as well as 37,000 non-emergency calls. It has recorded an average of 30,600 incidents and calls for service during that time. See the charts below:



The PSAP uses the Motorola Flex CAD system and RMS provided through the Nevada State Police, including the mobile version for field units via T-Mobile connection. The department operates on the Las Vegas Metro PD radio network using Motorola consoles, and receives 9-1-1 calls on a Viper 9-1-1 system provided by Lumen.

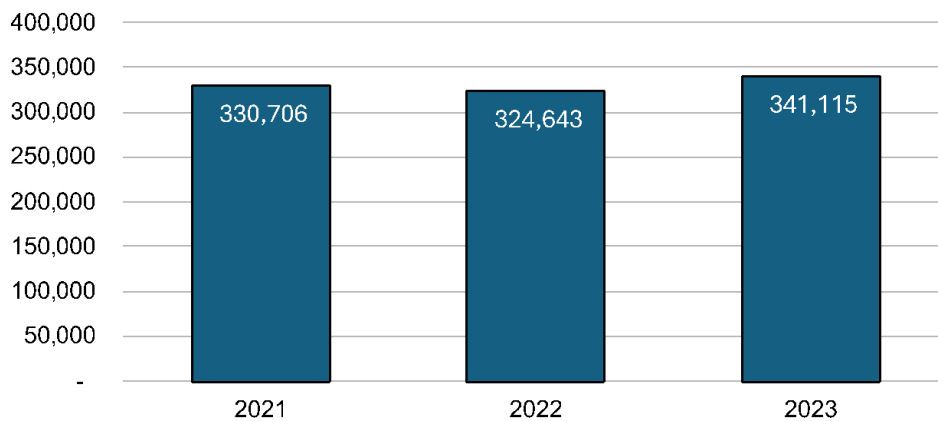
The city's allowable PSAP expenditures last year which would be eligible for surcharge funding included about \$132,000 in recurring costs (primarily software subscriptions), as well as \$64,000 for body-worn cameras.

4.6 City of North Las Vegas

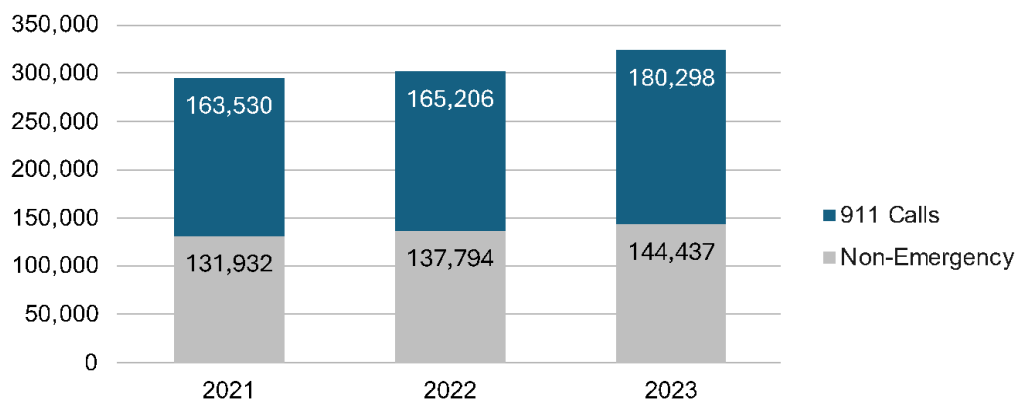
The North Las Vegas PSAP is part of the City’s Police Department and serves as the primary answering point for calls from within the City of North Las Vegas. The center has a total of 11 fully equipped workstations and 4 CAD-only stations and dispatches the City’s police units. Fire and EMS calls are transferred to the Combined Communications Center.

The PSAP has received an average of 170,000 9-1-1 calls annually from 2021-2023, as well as 138,000 non-emergency calls. It has recorded an average of 332,000 incidents and calls for service during that time. See the charts below:

North Las Vegas Incidents & Calls for Service



North Las Vegas PSAP Phone Call Volume



The PSAP uses the Motorola PremierOne CAD system and RMS, including the mobile version deployed on laptops in responding vehicles. The department operates on the

Southern Nevada Area Communications Council (SNACC) radio network using Motorola consoles and receives 9-1-1 calls on a Viper 9-1-1 system provided by Lumen.

The department's allowable expenditures last year which would be eligible for surcharge funding included about \$546,339 in recurring costs such as software subscriptions, text-to-9-1-1, radio system fees, and Lumen support, as well \$5,400 capital investment for headsets and \$361,000 for body-worn cameras.

5 PSAP Summary Tables

The following section presents summary tables for comparison of each PSAP across data points such as population served, workstation count, workload volume, technology systems, and reimbursement-eligible spending.

5.1 Service Area

The following table shows the primary jurisdictional service area of each PSAP and the population within that service area for 2023.

PSAP	Jurisdiction Served	Population² Served (2023)
Boulder City	City of Boulder City	14,958
Combined Communications Center (CCC)	All of Clark County* except for Henderson	2,019,305*
Henderson	City of Henderson	341,980
Las Vegas Metropolitan Police Department (LVMPD)	All of Clark County except for 4 cities	1,699,140
Mesquite	City of Mesquite	22,711
North Las Vegas	City of North Las Vegas	282,496

* Limited medical transport for LV and NLV.

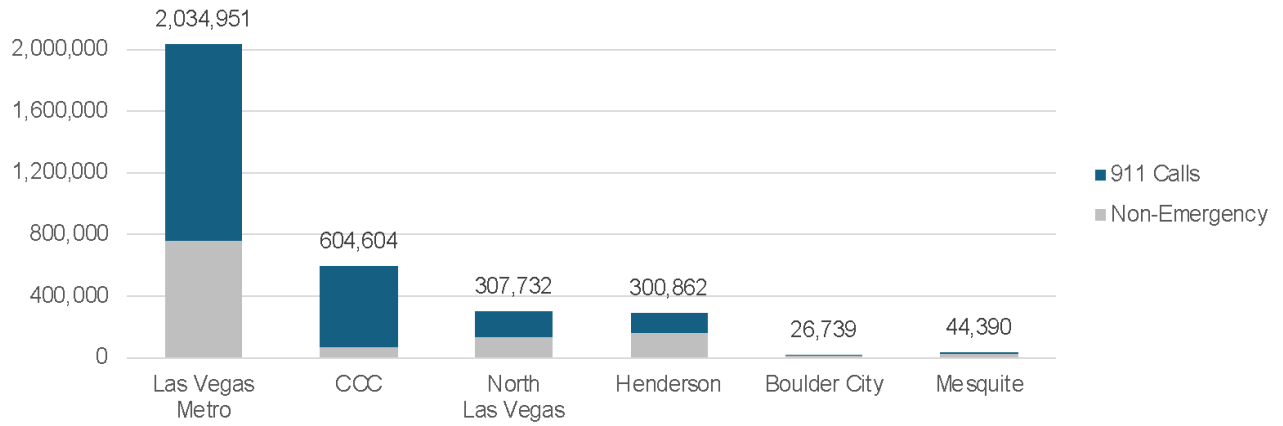
² Source: Nevada State Demographer's Office 5-Year County Projections, 2023

5.2 Facilities and Workload

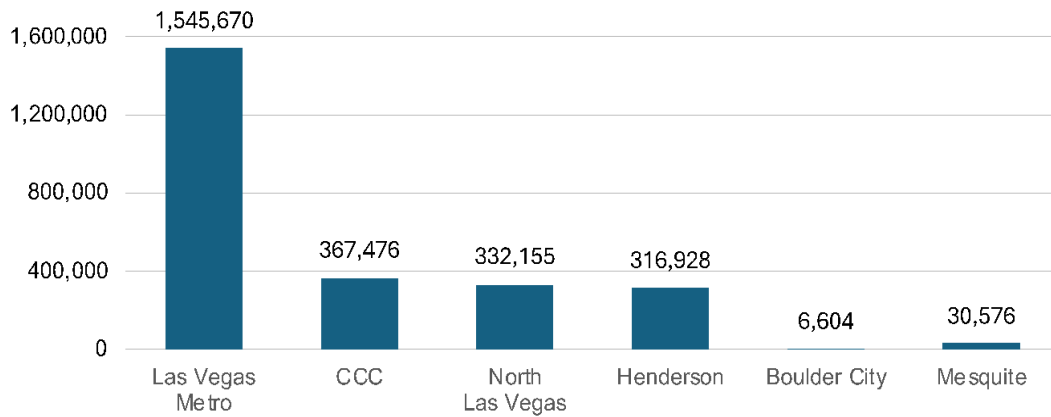
The following table and charts show the number of workstations in each PSAP by type, as well as the number of incidents/calls for service, 9-1-1 calls, and non-emergency calls in 2023.

PSAP	Workstations by Type	Incidents/CFS (2023)	9-1-1 Calls (2023)	Non-Emergency Calls (2023)
Boulder City	3 Workstations Combined function	6,604	5,695	21,074
CCC	18 Workstations 4 dispatch 12 call-taking 1 supervisor 1 training	367,476	577,572	75,473
Henderson	10 Workstations 9 Operations 1 Supervisor	316,928	132,589	172,182
Las Vegas Metro	Metro: 58 Workstations 23 dispatch 35 call-taking Annex: 19 Workstations 5 dispatch 14 call-taking Training: 26 total, 22 full dispatch	1,545,670	1,341,722	1,300,454
Mesquite	3 Workstations Combined function	30,576	8,001	35,012
North Las Vegas	11 Workstations Combined function	332,155	156,988	145,000

Total Phone Call Volume (3-Year Average)



Total Incidents & Calls for Service (3-Year Average)



5.3 Technology in Use

The following tables show the technology in use at each PSAP, including CAD/RMS, GIS platform, 9-1-1 equipment, and radio system.

PSAP	CAD System/RMS	Mobile Data System	GIS Platform
Boulder City	Motorola Flex, State System, admin by NV State Police	Motorola Flex software part of the State CAD / RMS System	Dedicated GIS position at City
CCC	CentralSquare Inform CAD	MDT's in units	ArcGIS suite and peripheral systems
Henderson	Motorola Solutions PremierOne	Mobile laptops running Motorola PremierOne	City's GIS team provides mapping and addresses etc.
Las Vegas Metro	Motorola Solutions PremierOne	Motorola PremierOne Mobile. Currently 1344 total devices deployed, AVL capable via P1 CAD	ESRI ArcGIS Enterprise NearMap Aerial Imagery RapidSOS
Mesquite	Motorola Flex	Motorola Flex via T-Mobile	GIS - In-house with IT Supports GIS for Dispatch and mobile applications
North Las Vegas	Motorola Solutions PremierOne	Mobile laptops running Motorola PremierOne	GIS specialist who will be supporting the CAD with GIS data

PSAP	9-1-1 Equipment	Radio System
Boulder City	WestTel 9-1-1	SNACC radio system, Motorola Consoles
CCC	Motorola Vesta 911/ Lumen, 911 transfers from primary PSAPs, with ANI/ALI data	SNACC radio system, Motorola Consoles
Henderson	Intrado Viper 911 system provided by Lumen, via CAMA trunks	SNACC radio system, Motorola Consoles
Las Vegas Metro	Motorola Vesta/Lumen Centrex Analog Lines	LVMPD- Motorola Solutions P25, Trunked, 700 MHz 26 sites
Mesquite	Intrado Viper 911 system by Lumen, (supports non-emergency calls)	LVMPD - Motorola Solutions P25, Trunked, 700 MHz
North Las Vegas	Intrado Viper 911 system provided by Lumen, (supports non-emergency calls)	SNACC radio system, Motorola Consoles

5.4 Allowable Expenditures

The following table shows what would be the allowable expenditures for reimbursement by a 9-1-1 surcharge at each PSAP in 2023, including recurring expenses and event recording devices.

	Recurring	Event Recording Devices
Boulder City	\$107,042	\$81,292
CCC	\$1,975,191	N/A
Henderson	\$911,213	\$758,723
Las Vegas Metro	\$1,955,000*	\$3,700,000
Mesquite	\$132,437	\$63,642
North Las Vegas	\$546,339	\$360,935

*Increasing to \$4,444,060 in FY 25. Additional costs are to improve 9-1-1 technology, delivery and resilience.

Please see section 7, “Estimate for Allowable 9-1-1 Surcharge Recurring Costs” for more information on these costs.

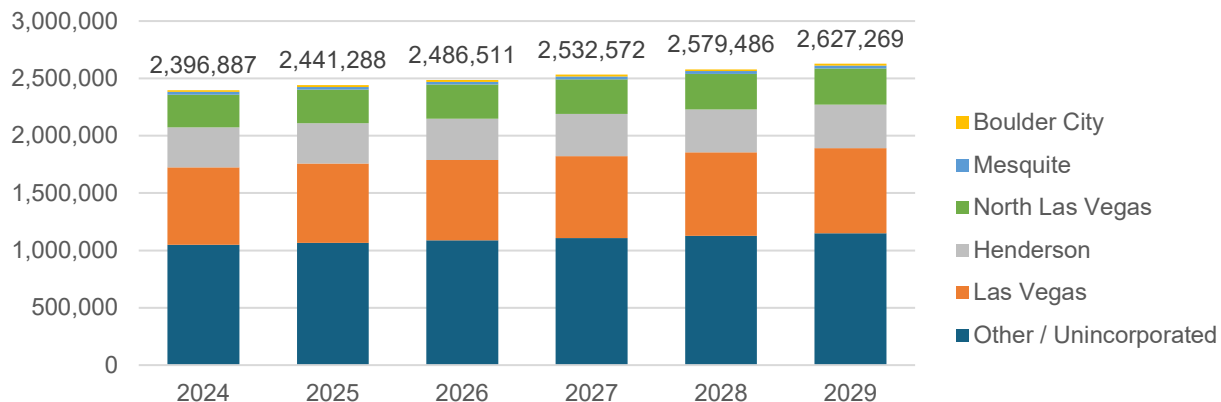
6 Population Growth, Phone Lines, and Surcharge Revenue

This section examines the projected growth in Clark County's population and its impact on the number of phone lines, which in turn influences the revenue generated from 9-1-1 surcharges. By 2029, Clark County's population is expected to reach nearly 2.63 million, driving changes in the number of both wireless and wireline/VOIP connections.

Using data from the FCC and the State Demographer's Office, the projections estimate a steady increase in total phone connections, with wireless connections remaining stable per capita and wireline connections gradually declining. These projections provide a basis for estimating potential revenue from different 9-1-1 surcharge rates, illustrating the significant impact that these rates can have on funding for emergency services in the county.

The projections from the State Demographer's Office anticipate Clark County's population to reach nearly 2.63 million in 2029.

Population Growth Projections – Clark County³



6.1 Phone Line Projections and Revenue

The number of phone lines can be estimated using a combination of existing phone data, population data, and the growth projections above.

- **Wireless lines:** The FCC report on voice telephone services from 2022 showed that the number of wireless lines in Nevada was approximately 3,309,000 (equal

³ Source: Nevada State Demographer's Office 5-Year County Projections, 2023

to about 1.03 per capita). According to the State Demographer's Office, Clark County's population at that time was 2,338,000, nearly 73% of the statewide number. This ratio suggests that the number of wireless lines was 2,414,672 in 2022.

- Wireline and VOIP lines: The FCC report showed residential wireline and VOIP connections for households but did not specifically present the count for business use of wireline or VoIP. However, data from Washoe County's surcharge collections at that time shows a total of about 118,500 wireline and VOIP connections in 2022 (including trunk lines), equivalent to 0.24 connections per capita. Applying this same ratio to Clark County's 2.34 million residents in that year suggests that the number of wireline and VOIP connections was about 552,600 in 2022.

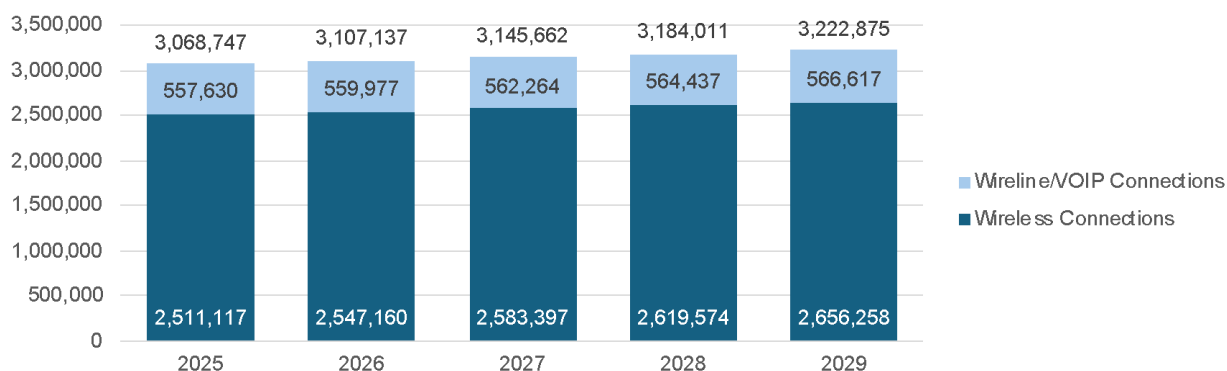
Based on these 2022 estimates, the likely future number of wireless and wireline and VoIP connections can be calculated based on the State Demographer's population growth projections for Clark County. The proportion of wireless connections per capita is assumed to remain steady (the Pew Research Center has shown⁴ rates of cell phone ownership to remain steady since 2021). The number of wireline connections per capita is assumed to fall by 1% annually⁵ as residential landlines become increasingly less common.

	2025	2026	2027	2028	2029
Wireless Connections	2,511,117	2,547,160	2,583,397	2,619,574	2,656,258
Wireline/VOIP Connections	557,630	559,977	562,264	564,437	566,617
Total Connections	3,068,747	3,107,137	3,145,662	3,184,011	3,222,875

The following chart illustrates the anticipated growth in the number of wireless and wireline/VOIP connections.

⁴ Source: <https://www.pewresearch.org/internet/fact-sheet/mobile/>

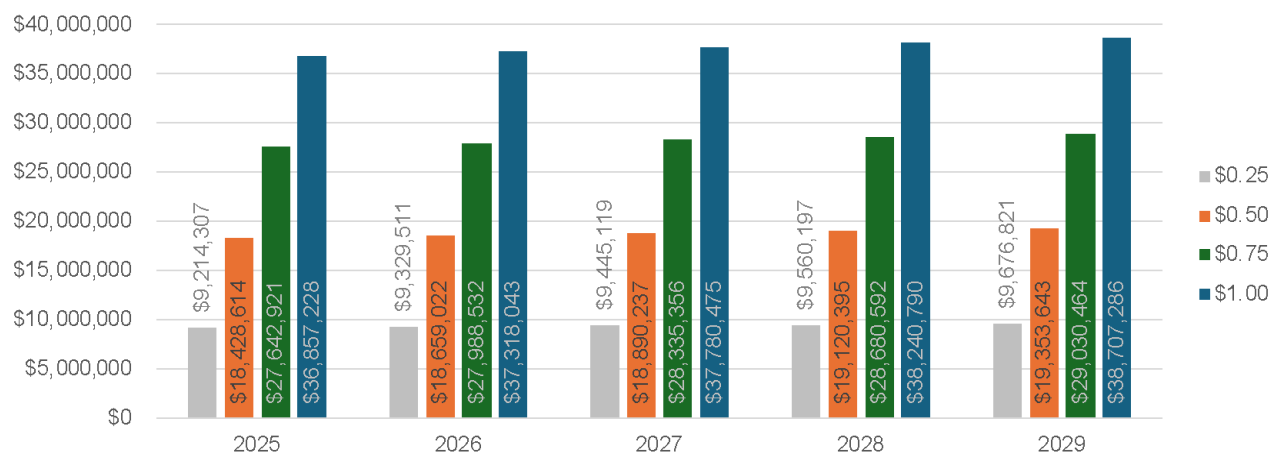
⁵ Source: 2018 City of Henderson Enhanced 9-1-1 Revenue Memo

Projected Phone Lines – Clark County

Based on these projections, the following table estimates the amount of revenue generated from a 9-1-1 surcharge on phone lines in Clark County, for 2025 through 2029, for four potential surcharge amounts.

Clark County Annual Surcharge Revenue Projections by Surcharge Rate – Through 2029

Rate	2025	2026	2027	2028	2029
\$0.25	\$9,214,307	\$9,329,511	\$9,445,119	\$9,560,197	\$9,676,821
\$0.50	\$18,428,614	\$18,659,022	\$18,890,237	\$19,120,395	\$19,353,643
\$0.75	\$27,642,921	\$27,988,532	\$28,335,356	\$28,680,592	\$29,030,464
\$1.00	\$36,857,228	\$37,318,043	\$37,780,475	\$38,240,790	\$38,707,286



7 Estimate for Allowable 9-1-1 Surcharge Recurring Costs

In this Section, the estimated 5-year recurring costs for enhancing and maintaining 9-1-1 emergency dispatch technology, and other allowable 9-1-1 surcharge related expenses are presented. Also presented are 5-year recurring cost estimates of acquiring and maintaining portable (body-worn cameras or BWC) and vehicular (in-car) event recorders.

7.1 Basis of Costs Presented

At the beginning of the development of this Plan, a “Clark County 9-1-1 Surcharge, 5-year Master Plan Request for Data” was emailed to the designated point of contact for each PSAP. The requested information is important for the understanding of current PSAP operations and in completing the Master Plan. The request for data was separated into the following primary categories:

- PSAP & Dispatch Operations
- Technology
- Facilities

The PSAP & Dispatch Operations section of the request for data included the heading “Budgets”. The budget request asked for operations, maintenance, and capital costs, among other items. The request asked for actual expenses for each communications center for the past three fiscal years, including anticipated budget for the current year.

The Technology section of the Request for Data also asked for “Contract and Financial Details” for 9-1-1 related technology in use. The Technology Categories listed in the Request for Data included:

- Computer Aided Dispatch (CAD)
- Record Management Systems (RMS)
- 9-1-1 Call-Taking Equipment
- Other Telephony (non-emergency)
- Radio Systems
- Mobile Data Systems
- Geographical Information Systems
- 9-8-8 Suicide and Crisis Lifeline

Additionally, a description and costs were requested for the following systems, which are generally considered allowable use of 9-1-1 surcharge funds:

- Logging Recorders
- Station Alerting
- Personnel Alerting Systems or apps

- Alarms and Alarm Monitoring
- Emergency Resident Notification
- Network and Infrastructure

As the data was being submitted, additional requests for data and specific cost information were asked of the PSAP's designated point of contact and PSAP management. Project status meetings were held on a bi-weekly basis with the PSAP points of contact, management, and other interested parties. In these meetings the status of the data collection was reviewed as well as any needed clarification of the requested information. In this process, the PSAPs were also asked to verify specific costs, 9-1-1 technology employed and some operational metrics.

The costs presented in the charts in this section (7.2 and 7.3) are a compilation of the expenses as provided by each PSAP. These recurring costs were reviewed as to their compliance with allowable expenses within the applicable NRS and based on the definitions of an allowable 9-1-1 related expense by the FCC.

The body-worn camera and in-car camera costs are also based on reported costs by the PSAP and the law agencies dispatched by that PSAP. These costs are currently permissible by the NRS, but are in direct and explicit conflict with the FCC. The FCC defines event recording devices as "not allowable" for 9-1-1 surcharge funding and considers this a diversion of 9-1-1 funds. Please see section 3.4, "9-1-1 Surcharge Expenditures and Federal Communication Commission (FCC) Rulemaking" for a full description of this issue.

The costs as presented in the chart in 7.2 Estimated 9-1-1 Related Cost for Next Five Years" Estimated 9-1-1 Related Cost for Next Five Years" are considered allowable by the NRS and the FCC.

Contingency funding of 5% per year is included in the 9-1-1 cost chart. Both charts include a 3% year-over-year increase for inflation and growth.

7.2 Estimated 9-1-1 Related Cost for Next Five Years

Allowable 9-1-1 Surcharge Costs by Agency	Estimated Current 9-1-1 Costs	FY 24-25	FY 25-26	FY 26-27	FY 27-28	FY 28-29	Estimated Total 5 Year Cost
Boulder City	\$245,097	\$252,450	\$260,024	\$267,824	\$275,859	\$284,135	\$1,340,292
Combined Communications Center	\$1,975,191	\$2,034,447	\$2,095,480	\$2,158,345	\$2,223,095	\$2,289,788	\$10,801,155
Henderson	\$911,213	\$938,549	\$966,706	\$995,707	\$1,025,578	\$1,056,346	\$4,982,886
Las Vegas Metropolitan PD	\$1,955,000	\$2,013,650	\$4,444,060	\$4,577,381	\$4,714,703	\$4,856,144	\$20,605,937
Mesquite	\$132,437	\$136,410	\$140,502	\$144,717	\$149,059	\$153,531	\$724,220
North Las Vegas	\$546,339	\$562,729	\$579,611	\$596,999	\$614,909	\$633,356	\$2,987,604
Contingency @ 5%		\$296,912	\$424,319	\$437,049	\$450,160	\$463,665	\$2,072,105
Total	\$5,765,277	\$6,235,147	\$8,910,701	\$9,178,022	\$9,453,363	\$9,736,964	\$43,514,198

Notes:

*Estimated Total 5-Year Cost is FY 24-25 through FY 28-29, and not inclusive of current year.

Chart includes only costs considered "allowable" 9-1-1 expenses per NRS.

The increase in FY 25-25 is mostly due to LVMPD's contract to implement new NG9-1-1 capability and network technology upgrades.

Please see 7.1 "Basis of Costs Presented"

7.3 Estimated Event Recorder Five Year Costs

Body Worn & In-Vehicle Cameras Cost by Agency	Current Incident Recording Costs	FY 24-25	FY 25-26	FY 26-27	FY 27-28	FY 28-29	Estimated Total 5 Year Cost
Las Vegas Metropolitan PD	\$3,700,000	\$3,811,000	\$3,925,330	\$4,043,090	\$3,811,000	\$3,811,000	\$19,401,420
North Las Vegas	\$360,935	\$371,763	\$382,916	\$394,403	\$406,236	\$418,423	\$1,973,741
Henderson	\$758,723	\$781,485	\$804,929	\$829,077	\$853,949	\$879,568	\$4,149,008
Boulder City	\$81,292	\$83,731	\$86,243	\$88,830	\$91,495	\$94,240	\$444,540
Mesquite	\$63,642	\$65,551	\$67,518	\$69,543	\$71,630	\$73,779	\$348,021
Total (BWC + Vehicle)	\$4,964,592	\$5,113,530	\$5,266,936	\$5,424,944	\$5,234,310	\$5,277,009	\$26,316,729*

Notes:

*Estimated Total 5-Year Cost is FY 24-25 through FY 28-29, and not inclusive of current year.

Some agencies reported costs based on a 5-year contract. A 3% year-over-year increase was included based on a likely increase in quantity of equipment, and previous experience.

Costs include body-worn and in-vehicle cameras when included in reported cost.

CCC is fire/EMS. Only law enforcement agencies are required to deploy incident recording equipment.

Body-worn camera and in-car camera costs are based on reported costs by the PSAP and the law agencies dispatched by that PSAP. These costs are currently permissible by the NRS, but are in direct and explicit conflict with the FCC. The FCC defines event recording devices as “not allowable” for 9-1-1 surcharge funding and considers this a diversion of 9-1-1 funds. Please see section 3.6, “9-1-1 Surcharge Expenditures and Federal Communication Commission (FCC) Rulemaking” for a full description of this issue.

8 Determine 9-1-1 Surcharge Fee Amount

In determining the amount of the 9-1-1 surcharge fee to be collected within Clark County, this section addresses the question: What funding is needed to meet anticipated, recurring costs and sustain allowable 9-1-1 related capital projects without exceeding the \$5,000,000 cap for any fiscal year?

8.1 Surcharge Fee Calculation Approach

The methodology used to determine a recommended 9-1-1 surcharge fee for the 5-year period of this plan is as follows:

1. **Estimate Potential 9-1-1 Surcharge Revenue:** Estimate the potential 9-1-1 surcharge revenue based on anticipated population growth and the extrapolated phone line quantity projections in Clark County. (Refer to “Population Growth, Phone Lines, and Surcharge Revenue”.)
2. **Determine Allowable Recurring Costs:** Identify the allowable 9-1-1 recurring costs over the plan period. For this calculation, the ongoing, known, allowable, recurring costs are considered the base obligation of the fund. (Refer to “Estimate for Allowable 9-1-1 Surcharge Recurring Costs”.)
3. **Evaluate Capital Costs and Other Expenses:** Assess the potential capital costs and other 9-1-1 expenses and determine the amount the fund may need to cover these costs, in addition to those identified in step 2.
4. **Calculate Recommended Surcharge Fee:** Calculate a recommended 9-1-1 surcharge fee by combining the estimated costs from steps 2 and 3 and applying these costs to the potential surcharge revenue from step 1. The selected surcharge fee amount must meet the estimated costs without exceeding the \$5 million maximum allowable balance at the end of any fiscal year.

8.2 Capital Costs

To calculate the potential capital cost, existing and planned, one-time capital costs were used as the basis of the total for each year. The estimated county-wide 9-1-1 surcharge capital cost needs are calculated to be \$4 million in 2025, \$10 million in 2026, \$7 million in 2027, and a relatively steady annualized amount of \$6 million beginning in 2028. The increase in 2026 and 2027 is primarily due to an anticipated increase in costs for implementing improved 9-1-1 systems and costs associated with the development of the new regional 9-1-1 facility.

Planning for the impact of capital projects on the 9-1-1 surcharge fund is challenging to predict. For example, a new Computer Aided Dispatch (CAD) system may take up to 3 years to plan and implement, with costs varying based on size, vendor, and payment structure. It is not unusual to incur costs of several million dollars over multiple years to implement a CAD system. Many agencies are choosing hosted systems, which incur higher annual costs but do not require an initial large capital outlay.

Factors used in determining the estimate for allowable capital costs include:

- **Red Rock Joint Communications Center Project:** This project, involving PSAPs for NLVPD, LVMPD, and Combined Communications Center, will likely increase recurring costs and capital cost needs. Many aspects of this project may be funded by the surcharge, but final determinations will need to be made by the 9-1-1 Advisory Committee with guidance from legal counsel. At the time of writing this plan, some cost information was provided and included as capital costs for this analysis.
- **Henderson Police Facility at Via Inspirada:** This facility, including 9-1-1 dispatch, will require increased recurring costs and may incur some capital expenditures. Many of these costs may be funded by the surcharge fund.
- **Recent 9-1-1 Call Delivery Issues:** These issues are driving a review of current 9-1-1 systems and possible design and replacement. Some cost information was provided. Also, please see section 12.2 Plan and Implement Next Generation 9-1-1 Technologies, Including an Emergency Services IP Network

In addition to the known factors above, the apparent nationwide interest and deployment of the use of artificial intelligence (AI) in emergency dispatch processes will impact dispatch center operations and costs. As AI-powered dispatch system applications are developed, Clark County PSAPs will likely utilize surcharge funds to acquire, implement, and manage these applications.

8.3 Determining the Clark County 9-1-1 Surcharge

Multiple surcharge scenarios were reviewed to help determine a recommended 9-1-1 surcharge fee for the 5-year period of this plan. The following four cases were selected after several iterations of a manageable level of assumed capital expenditures and assessment of the fund balance with various fee amounts. The cases presented are:

1. \$0.35 Surcharge & adjusted yearly recurring and one-time costs
2. \$0.40 Surcharge & adjusted yearly recurring and one-time costs
3. \$0.45 Surcharge & adjusted yearly recurring and one-time costs
4. \$0.50 Surcharge & adjusted yearly recurring and one-time costs

The following points illustrate the revenues and fund balance impact of each case. Whichever scenario may be selected, the 9-1-1 committee will need to manage the fund balance to meet the yearly capital cost requirements and assure that the fund balance does not exceed the \$5 million per year constraint.

Payment for event recorders is not included in the three selected scenarios. Although allowed by the NRS, this use of the fund is defined by the Federal Communications Commission as a diversion of 9-1-1 funds. Please see 12.4 “Implement a Policy Prohibiting Use of 9-1-1 Surcharge Funds for Incident Recorders” in the recommendations section of this plan for more information on this issue.

1. \$0.35 Surcharge

The following table shows the 5-year projection for revenue and expenditures from a \$0.35 surcharge, including the resulting surplus or deficit in each year and the resulting fund balance.

	2025	2026	2027	2028	2029
Revenue @ \$0.35	\$12,900,030	\$13,061,315	\$13,223,166	\$13,384,276	\$13,547,550
Costs:					
Recurring	\$6,235,147	\$8,910,701	\$9,178,022	\$9,453,363	\$9,736,964
Capital	\$4,000,000	\$10,000,000	\$7,000,000	\$6,000,000	\$6,180,000
Total Costs	\$10,235,147	\$18,910,701	\$16,178,022	\$15,453,363	\$15,916,964
Fund Balance					
Surplus/(Deficit)	\$2,664,883	(\$5,849,386)	(\$2,954,856)	(\$2,069,087)	(\$2,369,414)
Cumulative Balance	\$2,664,883	(\$3,184,504)	(\$6,139,360)	(\$8,208,447)	(\$10,577,861)

The \$0.35 surcharge starts with \$12,900,030 in FY 24-25 and grows to \$13,547,550 by FY 28-29. Despite the lower revenue, this scenario still covers the necessary costs, with total expenses peaking at \$18,910,701 in FY 25-26. However, the yearly fund balance turns negative after FY 24-25, leading to a cumulative deficit that grows to \$10,577,861 by FY 28-29. This indicates that the \$0.35 surcharge is unsustainable without significant adjustments.

2. \$0.40 Surcharge

The following table shows the 5-year projection for revenue and expenditures from a \$0.40 surcharge, including the resulting surplus or deficit in each year and the resulting fund balance.

	2025	2026	2027	2028	2029
Revenue @ \$0.40	\$14,742,891	\$14,927,217	\$15,112,190	\$15,296,316	\$15,482,914
Costs:					
Recurring	\$6,235,147	\$8,910,701	\$9,178,022	\$9,453,363	\$9,736,964
Capital	\$4,000,000	\$10,000,000	\$7,000,000	\$6,000,000	\$6,180,000
Total Costs	10,235,147	18,910,701	16,178,022	15,453,363	15,916,964
Fund Balance					
Surplus/(Deficit)	4,507,744	(3,983,484)	(1,065,833)	(157,047)	(434,050)
Cumulative Balance	4,507,744	524,260	(541,573)	(698,620)	(1,132,670)

With revenue starting at \$14,742,891 in FY 24-25 and increasing to \$15,482,914 by FY 28-29, the \$0.40 surcharge offers a middle ground. With the estimated required costs, the yearly fund balance becomes negative in FY 25-26 and remains fluctuating with small deficits until FY 28-29, resulting in a cumulative deficit of \$1,132,670 by the end of the period. This suggests that the \$0.40 surcharge may not be sustainable without significant adjustments.

3. \$0.45 Surcharge

The following table shows the 5-year projection for revenue and expenditures from a \$.45 surcharge, including the resulting surplus or deficit in each year and the resulting fund balance.

	2025	2026	2027	2028	2029
Revenue @ \$.45	\$16,585,752	\$16,793,119	\$17,001,214	\$17,208,355	\$17,418,279
Costs:					
Recurring	\$6,235,147	\$8,910,701	\$9,178,022	\$9,453,363	\$9,736,964
Capital	\$4,000,000	\$10,000,000	\$7,000,000	\$6,000,000	\$6,180,000
Total Costs	10,235,147	18,910,701	16,178,022	15,453,363	15,916,964
Fund Balance					
Surplus/(Deficit)	6,350,605	(2,117,582)	823,191	1,754,992	1,501,315
Cumulative Balance	6,350,605	4,233,023	5,056,214	6,811,207	8,312,521

The \$0.45 surcharge starts with \$16,585,752 in FY 24-25 and rises to \$17,418,279 by FY 28-29. This scenario effectively covers the costs, maintaining a positive yearly fund balance in most years, although there is a deficit in FY 25-26. The cumulative balance grows from \$6,350,605 in FY 24-25 to \$8,312,521 by FY 28-29, exceeding the \$5 million

limit starting from FY 27-28. While this surcharge level is generally sustainable, it may require managing the fund balance to comply with the cumulative balance constraint.

4. \$0.50 Surcharge

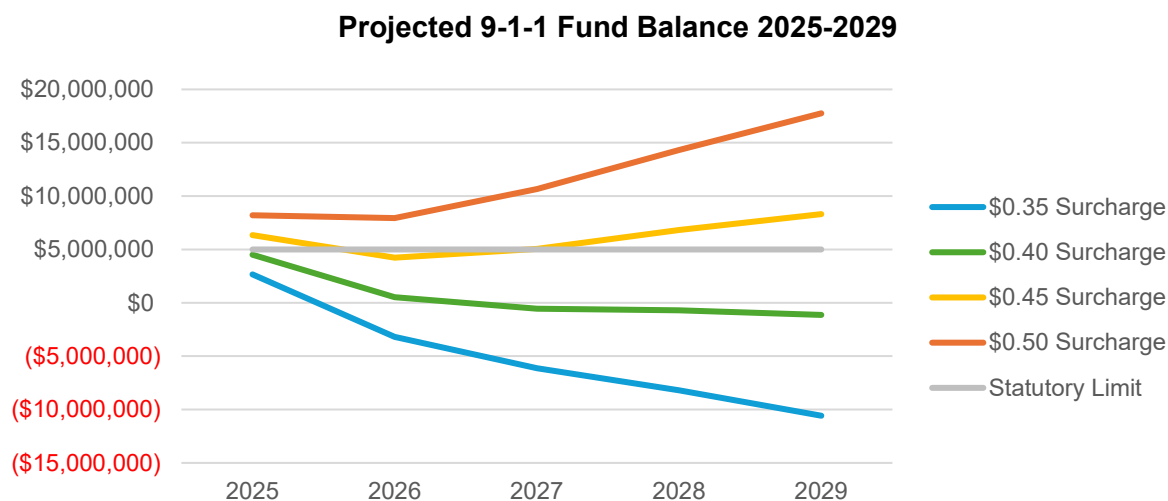
The following table shows the 5-year projection for revenue and expenditures from a \$0.50 surcharge, including the resulting surplus or deficit in each year and the resulting fund balance.

	2025	2026	2027	2028	2029
Revenue @ \$.50	\$18,428,614	\$18,659,022	\$18,890,237	\$19,120,395	\$19,353,643
Costs:					
Recurring	\$6,235,147	\$8,910,701	\$9,178,022	\$9,453,363	\$9,736,964
Capital	\$4,000,000	\$10,000,000	\$7,000,000	\$6,000,000	\$6,180,000
Total Costs	\$10,235,147	\$18,910,701	\$16,178,022	\$15,453,363	\$15,916,964
Fund Balance					
Surplus/(Deficit)	\$8,193,467	(\$251,680)	\$2,712,215	\$3,667,032	\$3,436,679
Cumulative Balance	8,193,467	7,941,787	10,654,002	14,321,034	17,757,712

The \$0.50 surcharge generates the highest revenue, starting at \$18,428,614 in FY 24-25 and increasing to \$19,353,643 by FY 28-29. This scenario covers recurring and capital costs effectively, with total costs peaking at \$18,910,701 in FY 25-26. However, the yearly fund balance, while positive for most years, results in a cumulative balance that consistently exceeds the \$5 million limit, reaching \$17,757,712 by FY 28-29. This indicates a need for surcharge rate reduction or fund redistribution to comply with constraints.

5. Summary

The following chart illustrates the projected fund balance under each surcharge scenario over 5 years, compared to the statutory limit.



The \$0.45 surcharge appears to be the most viable option, generating sufficient revenue to cover costs while maintaining a mostly positive fund balance. However, it requires careful monitoring and potential adjustments to ensure compliance with the \$5 million cumulative balance limit. The \$0.50 surcharge generates excessive surplus, the \$0.35 surcharge is unsustainable, and the \$0.40 surcharge fluctuates into deficit territory, making the \$0.45 surcharge the recommended approach with necessary monitoring and possible adjustments.

8.4 Recommended 9-1-1 Surcharge

Based on the analysis of projected revenues and costs for the County's 9-1-1 systems, the \$0.45 surcharge approach is recommended, with a few necessary adjustments to ensure financial sustainability and compliance with constraints.

The \$0.45 surcharge generates a substantial and steadily increasing revenue stream, starting at \$16,585,752 in FY 24-25 and growing to \$17,418,279 by FY 28-29. This revenue level effectively covers both recurring and capital costs over the five-year period, with total estimated costs peaking at \$18,910,701 in FY 25-26 and then stabilizing around \$15,916,964 by FY 28-29. The yearly fund balance remains positive in most years, beginning at \$6,350,605 in FY 24-25 and gradually decreasing to \$1,501,315 in FY 28-29, although there is a deficit of \$2,117,582 in FY 25-26. The cumulative balance grows from \$6,350,605 in FY 24-25 to \$8,312,521 by FY 28-29 but exceeds the \$5 million limit starting again from FY 27-28.

This recommended surcharge amount should be reviewed by the 9-1-1 Advisory Committee and revised as may be determined at that time. Implementing a regular review process to monitor revenue and cost trends will allow for timely adjustments to the surcharge rate if actual figures deviate significantly from projections. Efficient

management of both recurring and capital costs is crucial, and exploring cost-saving measures and optimizing capital expenditures will help maintain the financial health of the 9-1-1 fund.

9 Implementation and Administration of a Clark County 9-1-1 Surcharge

In this section, the requirements of NRS 244A.7645, including the establishment of 9-1-1 Surcharge Advisory Committee, creation of a special revenue fund, and the maximum allowable uncommitted balance at the end of a fiscal year, is discussed. Also presented in this section are examples of other Counties' existing committee bylaws, 9-1-1 fund ordinance, and an example of a 9-1-1 fund distribution approval process.

Clark County would need to establish an ordinance that fully defines the elements of the 9-1-1 surcharge as mentioned in this section. This would include creation and management of a fund as well as establishing the Committee and bylaws. Washoe County is used as an example as they have collected and managed a 9-1-1 surcharge since establishing their original ordinance (no. 941) in 1995 and commencing collection of the surcharge starting in January of 1996.

9.1 9-1-1 Surcharge Fund

If a surcharge is imposed in Clark County as directed by the BCC and authorized by the NRS, the County will need to implement and administer a surcharge 9-1-1 fund. The BCC will also need to approve the amount of surcharge fee, authorize a 9-1-1 advisory committee, manage the collection of the surcharge, and oversee any payments for authorized expenditures. As stated in NRS 244A.7645:

3. If a surcharge is imposed in a county pursuant to [NRS 244A.7643](#), the board of county commissioners of that county shall create a special revenue fund of the county for the deposit of the money collected pursuant to [NRS 244A.7643](#).

9.2 9-1-1 Advisory Committee

As a part of managing the funds collected under a 9-1-1 surcharge, the NRS requires establishing a 9-1-1 advisory committee (Committee). Among other responsibilities, the Committee would review 9-1-1 related funding requests that may be presented by the six (6) Public Safety Answering Points (PSAPs) in Clark County. If a request is approved, the Committee would then make a recommendation to the Clark County Board of County Commissioners (BCC). The minimum composition and membership of the Committee is also defined by the NRS. The following is the NRS statute that defines the Committee:

NRS 244A.7645 Establishment of advisory committee to develop plan to enhance or improve telephone system; creation of special revenue fund; use of money in fund.

1. If a surcharge is imposed pursuant to [NRS 244A.7643](#) in a county whose population is 100,000 or more, the board of county commissioners of that county shall establish by ordinance an advisory committee to develop a plan to enhance the telephone system for reporting an emergency in that county and to oversee any money allocated for that purpose. The advisory committee must:
 - (a) Consist of not less than five members who:
 - (1) Are residents of the county;
 - (2) Possess knowledge concerning telephone systems for reporting emergencies; and
 - (3) Are not elected public officers.
 - (b) Subject to the provisions of subparagraph (3) of paragraph (a), include the chief law enforcement officer or his or her designee from each office of the county sheriff, metropolitan police department, police department of an incorporated city within the county and department, division or municipal court of a city or town that employs marshals within the county, as applicable..."

The State statute also defines the minimum requirements for Committee membership. A county collecting the 9-1-1 surcharge may decide to increase the membership to include other agencies and PSAPs. For an example of this expansion, Washoe County increased the membership of their 9-1-1 Advisory Committee to include the following, as defined in their 9-1-1 Emergency Response Advisory Committee Bylaws and General Provisions:

Article II: Committee Membership

- A. Membership. The committee shall consist of:
 1. Three (3) members appointed by the City of Reno;
 - I. One (1) member must be the Reno Police Department's chief law enforcement officer or designee;
 - II. One (1) member must be the Reno Municipal Court marshal division's chief law enforcement officer or designee;
 2. Three (3) members appointed by the City of Sparks;
 - I. One (1) member must be the Sparks Police Department's chief law enforcement officer or designee;
 - II. One (1) member must be the Sparks Municipal Court marshal division's chief law enforcement officer or designee;
 3. Three (3) members appointed by Washoe County;
 - I. One (1) member must be the Washoe County sheriffs designee; and
 4. One (1) non-voting member appointed by the Washoe County School District.

The Washoe County Committee bylaws do not specifically define four (4) of the committee members. As long as the personnel selected meet the basic requirements as defined in NRS 244A.7645, Washoe county, City of Reno, and City of Sparks may choose to install whomever they would like to participate. Typically, these additional Committee members are comprised of fire agency or dispatch personnel.

9.3 9-1-1 Advisory Committee Bylaws

Upon formation of a Clark County 9-1-1 Advisory Committee as described under NRS 244A.7645, bylaws that at a minimum define the Committee's background, authority, responsibilities, membership, conduct and legal requirements should be implemented. As an example, the Washoe County, Nevada "9-1-1 Emergency Response Advisory Committee Bylaws and General Provisions" is presented in Appendix B. The Bylaws were recently revised and approved by the Washoe County Committee. Washoe County has successfully collected and managed a 9-1-1 surcharge since 1995.

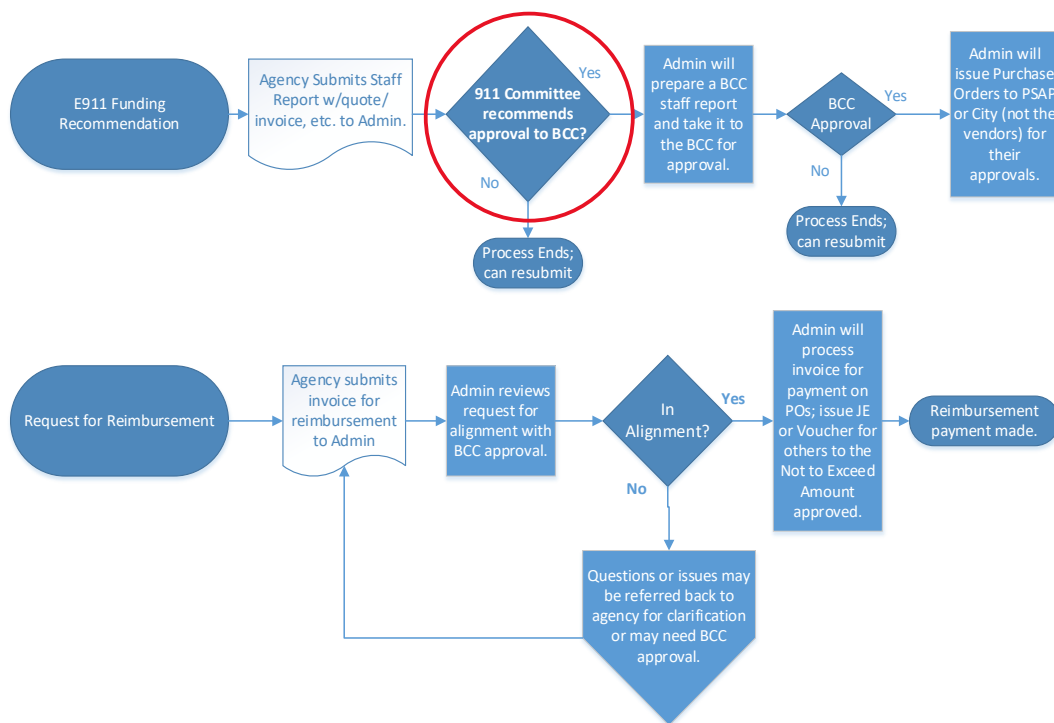
9.4 Maximum 9-1-1 Surcharge Fund Balance

As defined in the NRS, the uncommitted balance of the fund at the end of any fiscal year, must not exceed \$5,000,000. An important function of the Committee and associated support staff is to monitor the 9-1-1 Surcharge fund balance and keep it under the allowable amount. NRS 244A.7645 states:

6. If the balance in the fund created in a county whose population is 100,000 or more pursuant to subsection 3 which has not been committed for expenditure exceeds \$5,000,000 at the end of any fiscal year, the board of county commissioners shall reduce the amount of the surcharge imposed during the next fiscal year by the amount necessary to ensure that the unencumbered balance in the fund at the end of the next fiscal year does not exceed \$5,000,000.

9.5 Example of 9-1-1 Fund Distribution Approval Process

The following diagram is presented to highlight the responsibility of the Committee in the fund distribution process. **9-1-1 Committee Role in Fund Distribution (Example Only)**



The “Admin” function presented in the diagram could possibly be assigned the management, collection, and oversight of the surcharge on behalf of the County and Committee. There will also be a need to regularly report the financial status of the fund to the Committee, as well as the BCC.

10 Emergency Dispatch Facility Projects Presently Underway

In this section, two emergency dispatch facility projects occurring in Clark County are briefly presented.

The LVMPD Red Rock Joint Communications Center and the Henderson Police facility at Via Inspirada are both public safety projects aimed at enhancing emergency response capabilities through upgraded communication infrastructures and facilities. The Red Rock project focuses on a regional approach, integrating multiple agencies to improve coordination and resilience in emergency dispatching. The Henderson project expands and modernizes the Henderson Police Department's facilities, including new dispatch and training centers, to better serve its community's needs.

In both cases, allowable costs for new technologies for incident response coordination, including initial set-up and ongoing expenses for leases, licenses, and maintenance, may be covered by a 9-1-1 surcharge.

10.1 Red Rock Joint Communications Center

Before the initiation of the 9-1-1 surcharge plan project, LVMPD, the Consolidated Communications Center, and North Las Vegas PD collaborated with an architectural firm to devise a concept for a primary call center to serve these entities. Under this plan, the existing LVMPD Communications facility would transition to a secondary role but remain in regular use. The establishment of a new center would enhance communication among the involved agencies and increase resilience by ensuring complete redundancy across facilities, radio core, call-handling, and CAD systems.

At the time this document was prepared, the project advanced from its conceptual phase to a comprehensive design of the regional communications center, now named the Red Rock Joint Communications Center. Design meetings are scheduled to start in early June 2024. A formal cost estimate is pending, but the construction budget currently stands at \$40,000,000.

10.2 City of Henderson Via Inspirada Police Station

The new Henderson Police facility known as the Via Inspirada Police Station, spans 54,000 square feet and includes a new 9-1-1 dispatch center, police academy training facilities, and various other specialized rooms such as classrooms. This new station is designed to enhance the capabilities of the Henderson Police Department.

Of this facility Approximately 15% of the entire building is dedicated to the PSAP. Henderson PD, patrol and patrol administration occupies 70%, with 5% for evidence, and 10% for records. The dispatch portion also includes a training room, supervisor room, additional offices, and breakroom. This project will not be completed until the end of 2024.

10.3 Best Practice Consideration for New Emergency Communication Facilities

The construction of a new emergency communication facility such as the Red Rock Joint Communications Center, and the new Henderson police is a major undertaking. These facilities are mission-critical and must provide services during a multitude of emergencies and potential disasters. As such, they are often one of the most expensive facilities (cost per square foot) that will be built by a local government entity. Therefore, it is important to ensure that these facilities are properly designed to promote an efficient and effective work environment.

The following points outline prevailing and best practices for the design, construction, and operations of emergency communication facilities for local governments. Please note that “dispatch floor area” refers to both call taking and dispatch operations areas.

- The primary dispatch floor area should have direct access to natural light.
- Adjacent or in close proximity to the dispatch floor, staff amenities should be provided. Such amenities include restrooms, kitchen/break room, quiet room, and staff lockers. Consideration should be given to providing exterior access for staff, such as a courtyard or other secure exterior staff area.
- Staff workstations/consoles should allow for customization for height adjustment and other ergonomic features that promote employee health and well-being. This may include individual climate settings for each console.
- The supervisor workstations may be embedded on the dispatch floor but should be elevated. Alternatively, the supervisor(s) may have a partial private office that is located adjacent to the dispatch floor, with a large window that can be opened into the dispatch floor to allow either privacy or visibility for operations. Supervisors may have individual or two-person offices, depending on the size and configuration of the layout.
- A training room may be built adjacent to the dispatch floor. If this is feasible, then the training room should have a moveable wall or windows that may be opened to the dispatch floor. This flexibility will allow for operational expansion capability of the dispatch floor area during high call volumes or special events. The training area would double as an expanded dispatch area.

- Server and other technology systems should be located in close proximity to the dispatch area. Technology systems should be consolidated into a single room. The technology room should have a secondary cooling system to ensure that the room remains at the appropriate temperature in the event of primary air condition failure. Ideally, the primary system is independently controlled from other areas of the facility.
- If the communication facility is located separately from other mission-critical facilities, a bunk room should be included in the facility.
- A staff locker room should be provided so that staff may leave a few of their personal items in the facility.

These are a few design and furnishing elements that should be considered for incorporation into a new emergency communication center.

Safety and Resiliency Features

Emergency communication centers are mission-critical facilities, requiring significant security and redundancy needs. The following points outline key elements that need to be included in the new facility design.

- Staff parking areas should be well lit, a secure parking area with security fencing, and include controlled access (key card).
- The staff building entrance should be in close proximity to staff parking area and be separate from the public side of the building.
- The entire building should be secure and have restricted access. The public lobby may be open during normal business hours but be secure after hours with a video and audio features for staff to communicate with afterhours visitors.
- If the building is shared with multiple functions/teams/agencies, then consideration should be given for key card access to each suite. For example, access to the dispatch floor should be limited to dispatch staff only.
- The exterior building glazing should be tinted so that the public cannot see into the building. Glazing should be slightly higher than typical office windows in an office building so that there is limited line of site and exterior accessibility.
- Consideration should be given to incorporate hardened materials such as ballistic glass in the lobby and other pertinent areas.
- Design elements should be incorporated into the landscaping and site design to better protect the building. Examples include hardscape to prevent vehicles driving/parking alongside the building, bollards blocking the public entrance, and

other landscape features that prevent easy access to the building exterior but still maintain clear line of sight from inside the building.

- The site should have video surveillance capability that is fed to the dispatch floor.

These are a few safety elements that should be included in a new facility design.

To help ensure continuity of operations, there are certain resiliency elements that need to be considered with the siting, designing, and constructing a new communication center. The following elements should also be designed in constructed with the previously mentioned safety features in mind.

- Utility infrastructure such as telephone lines, water, electricity, and other infrastructure should have two points of entry into the facility. Ideally, telephone and electricity would serve the site from two different directions and sources (e.g., feed from two power substations).
- A generator should be onsite that is adequately sized to power the dispatch center, all necessary equipment, and maintain appropriate climate control in the event of power failure. The generator should have sufficient fuel storage onsite to operate the facility for a minimum of 72 hours.
- The generator should be located in a secure area within the site and screened from public view.
- Battery backup (UPS) should be provided to maintain continuous operations for computer systems for intermittent power interruptions.
- Radio and communication towers (if located on premises) should be within the secure perimeter of the site. Additionally, the base should be enclosed with a fence to provide an additional layer of security. This equipment should be on the backup power source.
- When siting the facility, it should be built higher than the surrounding grade to ensure that periodic flooding and stormwater does not flood the building. The grade of the site should slope away from the building.

These resiliency elements and features should be incorporated into the design of the facility and site for a new emergency communication center.

11 Mental Health 9-8-8 Crisis Hotline

To assess any impact on operations and cost from a 9-1-1 surcharge fund perspective, research was performed regarding approaches being taken to transfer or interface 9-1-1 and the newly implemented, 9-8-8 Suicide and Crisis Lifeline, in other regions.

The 9-8-8 mental health line was launched in the United States in July 2022 as a nationwide three-digit phone number designed for mental health emergencies. It followed legislative actions such as the National Suicide Hotline Designation Act of 2020. The number was designated to provide immediate, easy-to-remember access to crisis services for individuals experiencing mental health distress, similar to how 9-1-1 functions for general emergencies.

The hotline is intended to connect callers with trained mental health professionals who can provide support, guidance, and intervention as needed. This system also helps in diverting mental health calls away from the police and emergency medical services. The FCC is planning improvements to the system which would implement geo-routing of calls based on caller location rather than area code, as the current system does.^{††}

Different states have taken different approaches to administering the 9-8-8 number. Some have created state agencies to take these calls, others have relied on private or non-profit vendors, and others have delegated the responsibility to local agencies.

- In Arizona and New Mexico, there is a statewide line for receiving 9-8-8 calls. In Arizona, the call center is run by a vendor called Solari, which also runs the State's legacy 7-digit mental health crisis hotline.
- In Nevada, 9-8-8 calls are currently directed to a local Lifeline crisis center. The State Division of Public and Behavioral Health is seeking a vendor to run the hotline call center, similar to the arrangement in Arizona.

Given the statewide approach being pursued in Nevada, it is unlikely that responsibility for answering 9-8-8 calls will fall to local dispatchers, especially in the medium-to-long term. The agencies in Clark County should not plan to incorporate 9-8-8 call-takers into PSAPs or develop mental health cross-training plans for dispatchers.

^{††} FCC notice of proposed rulemaking: <https://www.fcc.gov/document/fcc-proposes-improvements-wireless-call-routing-988-lifeline>

12 Recommendations and Proposed Steps

This section of the 9-1-1 Surcharge Master Plan for Clark County outlines a series of recommendations and actionable steps aimed at enhancing the County's emergency response capabilities as well as implementing and managing the 9-1-1 Surcharge.

12.1 Establish a 9-1-1 Advisory Committee and Implement the 9-1-1 Surcharge

To ensure the effective administration and oversight of the 9-1-1 surcharge in Clark County, it is recommended to first establish the required 9-1-1 Advisory Committee. This committee would be the body to make a recommendation to the Board of County Commissioners (BCC) regarding the implementation of the surcharge. The following steps are proposed to facilitate this process:

1. Create Appropriate County Code

The BCC should develop and adopt an ordinance that fully outlines the elements of the 9-1-1 surcharge and the establishment of the 9-1-1 Advisory Committee. This ordinance will ensure proper creation and management of the surcharge fund and define the roles and responsibilities of the committee.

2. Establish the 9-1-1 Advisory Committee

As mentioned above, the Clark County Board of County Commissioners (BCC) should create an ordinance to establish the 9-1-1 Advisory Committee. The committee must consist of at least five members who are residents of the County, possess knowledge concerning telephone systems for reporting emergencies, and are not elected public officers. Additionally, as defined in the NRS, the committee must include chief law enforcement officers or their designees from various law enforcement agencies within the county. Fire and EMS agencies associated with the PSAPs included in this plan should also be represented within this committee.

The committee will be responsible for reviewing 9-1-1 related funding requests from the Public Safety Answering Points (PSAPs), overseeing the allocation of funds, and making recommendations to the BCC regarding the implementation and amount of the 9-1-1 surcharge.

3. Create the Bylaws

Bylaws must be drafted to define the committee's background, authority, responsibilities, membership, conduct, and legal requirements. These bylaws may be modeled after successful examples from other counties. The BCC should adopt these bylaws to ensure proper governance and operational efficiency of the committee. Please see Appendix B

for the Washoe County 9-1-1 Emergency Response Advisory Committee Bylaws and General Provisions.

4. Implement the 9-1-1 Surcharge

Based on a final surcharge amount recommendation from the 9-1-1 Advisory Committee, the BCC should approve the amount of the 9-1-1 surcharge fee. This fee is to be collected and deposited into a special revenue fund created for this purpose.

The fee should be sufficient to cover reasonably anticipated operational and capital costs, but not so high as to exceed the NRS-established fund balance limit of \$5 million in any year. The analysis suggests that a \$0.45 surcharge approach is recommended, with the possibility of a few necessary adjustments to ensure financial sustainability and compliance with constraints. Please see section 8.3 and 8.4 for more information about this recommendation.

The BCC will establish a special revenue fund to manage the collected surcharge. This fund will be overseen by the County to ensure compliance with state regulations, including maintaining an uncommitted balance that does not exceed \$5,000,000 at the end of any fiscal year. Regular financial reports should be presented to both the committee and the BCC to maintain transparency and accountability.

Please see section 9, Implementation and Administration of a Clark County 9-1-1 Surcharge, which presents more information about “NRS 244A.7645 Establishment of advisory committee to develop plan to enhance or improve telephone system; creation of special revenue fund; use of money in fund.” NRS 244A.7645 is provided in Appendix A.

12.2 Plan and Implement Next Generation 9-1-1 Technologies, Including an Emergency Services IP Network

To further enhance Clark County's emergency response capabilities, a phased approach should be initiated to plan and implement Next Generation 9-1-1 (NG9-1-1) technologies. This upgrade would enable the county to support Next Generation 9-1-1 Core Services, significantly improving the effectiveness and efficiency of PSAPs in handling emergency communications.

A critical component of this technological upgrade is the assessment and potential implementation of an Emergency Services IP Network (ESInet). Transitioning to an ESInet would provide a robust and secure IP-based network that supports NG9-1-1 services. The ESInet offers numerous benefits, including improved resilience through enhanced redundancy and disaster recovery capabilities. This would ensure continuous operation during emergencies, positioning Clark County to leverage future NG9-1-1 core

services effectively. Additionally, implementing an ESInet would allow for a more flexible and scalable communication system, capable of meeting modern emergency communication demands and seamlessly integrating with other emergency response agencies.

12.3 Monitor Federal Actions Related to the Use of 9-1-1 Fees

To ensure compliance with federal regulations and avoid any possible penalties, it is recommended that Clark County actively monitor federal actions and rulemaking related to the use of 9-1-1 fees. This will help align county practices with federal guidelines and prevent the diversion of 9-1-1 funds for non-acceptable uses. The following steps are proposed:

- Create a dedicated working group within the 9-1-1 Advisory Committee to continuously monitor federal actions, including the Federal Communications Commission (FCC) rulemaking and annual reports to Congress. This working group will be responsible for staying updated on changes to the Code of Federal Regulations (CFR) Title 47 § 9.23 and other relevant federal guidelines.
- The working group should review key FCC documents such as the Annual Reports to Congress on State Collection and Distribution of 9-1-1 and Enhanced 9-1-1 Fees and Charges, and FCC Report and Orders related to fee diversion. Particular attention should be paid to reports that specifically mention Nevada, as these highlight areas where current practices may conflict with federal regulations.
- Based on the findings from the federal reports and ongoing FCC rulemaking, the Committee should recommend updates to county policies and practices. For example, Clark County should ensure that 9-1-1 surcharge funds are not used for expenses deemed unacceptable by federal standards, such as body-worn cameras and vehicular recording devices, which have been identified as non-9-1-1 public safety uses.
- Work with the Board of County Commissioners (BCC) and others to revise any statutes, ordinances, or guidelines that conflict with federal regulations. This includes aligning the NRS 244A.7645 with CFR Title 47 § 9.23 to ensure that the use of 9-1-1 funds is compliant with federal requirements.

By implementing these measures, Clark County can ensure that its use of 9-1-1 surcharge funds is in full compliance with federal regulations, thereby avoiding possible penalties and ensuring that the funds are used effectively to support emergency response services. This proactive approach will also help the county stay ahead of any changes in

federal policy and maintain its eligibility for participation in federal advisory committees and programs as well as prevent the possibility of other penalties.

12.4 Implement a Policy Prohibiting Use of 9-1-1 Surcharge Funds for Incident Recorders.

To ensure the fully compliant use of the 9-1-1 Surcharge funds, Clark County should implement a clear policy that explicitly prohibits the use of these funds for incident recorders. The 9-1-1 fund is intended to support the core functions of emergency communication services. Allowable expenses include the acquisition and maintenance of essential equipment, some training, and other operational needs that directly impact the efficiency and reliability of 9-1-1 services.

However, the allowed use of 9-1-1 surcharge fees for “Event Recording Devices” as stated in the NRS, is in direct opposition to the Code of Federal Regulations (CFR) Title 47 § 9.23.1.

According to the Federal Communications Commission (FCC), using 9-1-1 funds for purposes that do not directly support emergency communication services constitutes a diversion of funds. Such diversion can lead to penalties and reduce the overall effectiveness of 9-1-1 services.

To prevent this, Clark County should adopt a review and approval process for expenditures from the 9-1-1 fund. This process, to be implemented by the 9-1-1 Surcharge advisory committee, should involve a detailed assessment of each proposed expense to ensure it aligns with the allowable uses specified in the legislative guidelines and adheres to FCC regulations.

By instituting these measures, Clark County can safeguard the integrity of the 9-1-1 fund, ensuring that it is utilized exclusively for its intended purpose of supporting critical emergency communication services. This approach will help maintain the financial sustainability of the 9-1-1 systems and ensure compliance with FCC and State regulations.

Please see 3.6, “9-1-1 Surcharge Expenditures and Federal Communication Commission (FCC) Rulemaking” for more information about this recommendation.

12.5 Establish Annual Review of 5-Year Master Plan and Review of Surcharge Fund Balance

To ensure the effective management of the 9-1-1 systems in Clark County, it is recommended to institute a process for the annual review of the 5-Year Master Plan as required by the NRS. Concurrently, this review should include an assessment of the 9-1-1 surcharge fund balance. The following steps are proposed:

- Implement a structured schedule for the annual review of the 5-Year Master Plan. This review should be conducted at a consistent time each year, ensuring all relevant stakeholders can participate effectively.
- Engage the 9-1-1 Advisory Committee and other key stakeholders in the review process to provide comprehensive insights and recommendations.
- Include a detailed assessment of the 9-1-1 surcharge fund balance as part of the annual review process. This should ensure that the uncommitted balance does not exceed the maximum allowable limit of \$5,000,000 at the end of any fiscal year, as stipulated by NRS 244A.7645.
- Verify that all expenditures from the surcharge fund are in compliance with both state and federal regulations, preventing any potential fee diversion issues.
- Based on the findings from the annual review, update the objectives and strategies within the 5-Year Master Plan to reflect current needs, technological advancements, and regulatory requirements. Ensure that the plan remains aligned with the overall mission and goals of the 9-1-1 system in Clark County.
- Prepare an annual report summarizing the findings of the 5-Year Master Plan review and the surcharge fund balance assessment. This report should include any proposed adjustments to the Master Plan, recommendations for managing the surcharge fund, and actions needed to address any compliance issues. The resources to perform this task will need to be determined.
- Present the annual report to the BCC for approval and further action. This presentation should highlight key findings, strategic adjustments, and any necessary policy changes.
- Establish a mechanism for continuous feedback and improvement based on the annual reviews. This should include input from all stakeholders to ensure that the Master Plan evolves in response to changing needs and circumstances.

By instituting this process, Clark County can ensure that its 5-Year Master Plan remains dynamic and responsive to the evolving needs of the PSAPs. Concurrently reviewing the surcharge fund balance will maintain financial health and compliance, supporting the county's emergency response capabilities.

12.6 Annual Review and Update of Funding Priorities

To help ensure the efficient and strategic allocation of 9-1-1 surcharge funds, it is recommended that the 9-1-1 Advisory Committee conduct an annual review and update of funding priorities. This list of funding priorities should serve as a guide for the Committee's decisions on expenditure, helping to align investments with the most pressing needs and opportunities within the county's emergency dispatch systems.

Each year, the Committee should systematically evaluate the current and anticipated needs of the Public Safety Answering Points (PSAPs) and other critical components of the 9-1-1 system. This evaluation should consider various factors, including technological advancements, changes in call volumes, emerging threats, and feedback from stakeholders. By incorporating these insights, the Committee can identify and prioritize projects and initiatives that will enhance the effectiveness and efficiency of the county's emergency response services.

Once the data has been collected and analyzed, the Committee should draft a revised list of funding priorities. This list should be flexible and adaptable, recognizing that unforeseen circumstances may arise that require prompt action. Therefore, while the list will guide the Committee's decisions, it should not be viewed as a rigid or exhaustive mandate. Instead, it should provide a strategic framework that supports informed and responsive decision-making.

The final step in the annual review process is to formally adopt the updated list of funding priorities and communicate it to all relevant parties. By keeping all stakeholders informed and engaged, the Committee can foster a collaborative approach to resource allocation, driving continuous improvement in the county's 9-1-1 services.

The annual review and update of funding priorities will enable the 9-1-1 Advisory Committee to make well-informed, strategic decisions on the use of surcharge funds. This proactive approach will help ensure that resources are directed toward the most critical and impactful areas, ultimately enhancing the safety and well-being of the residents of Clark County.

12.7 Develop a Process to Complete or Address Each Recommendation of this Master Plan

To ensure the effective implementation of the 9-1-1 Surcharge Master Plan, Clark County should develop a process for addressing each recommendation. This process should involve assigning specific individuals or teams within the 9-1-1 Advisory Committee to oversee implementation, and developing detailed plans that outline the necessary actions, timelines, and resources. Regular progress reviews should be conducted to assess the status of each recommendation, with adjustments made as needed to address any obstacles.

Upon completion of each recommendation, and as applicable, a final review will verify that all actions have been satisfactorily completed and that the intended outcomes have been achieved. This structured approach will ensure that the 9-1-1 Surcharge Master Plan is effectively executed. The Committee should try to address any outstanding recommendations and prioritize them if needed.

12.8 Periodic Reporting of PSAP Operational Metrics to the Committee

The Committee should request performance management information from the PSAP to augment requests for 9-1-1 funding for various projects and initiatives. This will help ensure that the Committee has sufficient operational information to place decision-making in an appropriate fiduciary context. Consistent reporting of certain operational metrics, both in form and frequency, is within the purview of the Committee and is necessary for the adequate management of the 9-1-1 surcharge fund distributions.

The purpose of performance measurement is to impart key information to assist in managing and decision-making processes. As it relates to the Clark County 9-1-1 Surcharge Advisory Committee, periodic performance management reports from the PSAP should demonstrate a link between dispatch operations and the various technologies and programs funded by the Committee. Although the Committee has no operational purview over the PSAP, effective performance management information should be expected from the PSAP to demonstrate the need for surcharge funds to enhance services.

Appendix A, NRS 244A.7641 to 244A.7645

Surcharge for Enhancement of Telephone System Used for Reporting Emergency and
Purchase and Maintenance of Event Recording Devices

<https://www.leg.state.nv.us/NRS/NRS-244A.html>

**SURCHARGE FOR ENHANCEMENT OF TELEPHONE SYSTEM USED FOR REPORTING
EMERGENCY AND PURCHASE AND MAINTENANCE OF EVENT RECORDING DEVICES**

NRS 244A.7641 to 244A.7645

NRS 244A.7641 Definitions. As used in [NRS 244A.7641](#) to [244A.7648](#), inclusive, unless the context otherwise requires:

1. “Mobile telephone service” means cellular or other service to a telephone installed in a vehicle or which is otherwise portable.
2. “Place of primary use” has the meaning ascribed to it in 4 U.S.C. § 124(8), as that section existed on August 1, 2002.
3. “Portable event recording device” has the meaning ascribed to it in [NRS 289.830](#).
4. “Supplier” means a person authorized by the Federal Communications Commission to provide mobile telephone service.
5. “Telephone system” means a system for transmitting information between or among points specified by the user that does not change the form or content of the information regardless of the technology, facilities or equipment used. A telephone system may include, without limitation:
 - (a) Wireless or Internet technology, facilities or equipment; and
 - (b) Technology, facilities or equipment used for transmitting information from an emergency responder to the user or from the user to an emergency responder.
6. “Vehicular event recording device” means a device which is affixed to a marked vehicle of a law enforcement agency, as defined in [NRS 289.830](#), and which records both audio and visual events.
(Added to NRS by [1995, 1056](#); A [1999, 1686, 2715](#); [2001, 621, 622, 1642, 2124](#); [2003, 69](#); [2009, 639](#); [2017, 591](#))

NRS 244A.7643 Surcharge: Imposition; master plan required; amount; collection; penalties for delinquent payment.

1. Except as otherwise provided in this section, the board of county commissioners of a county may by ordinance, for the enhancement of the telephone system for reporting an emergency in the county and for the purpose of purchasing and maintaining portable event recording devices and vehicular event recording devices, impose a surcharge on:
 - (a) Each access line or trunk line of each customer to the local exchange of any telecommunications provider providing those lines in the county; and
 - (b) The mobile telephone service provided to each customer of that service whose place of primary use is in the county.
2. A board of county commissioners may not impose a surcharge pursuant to this section unless the board first adopts a 5-year master plan for the enhancement of the telephone system for reporting emergencies in the county or for the purpose of purchasing and maintaining portable event recording devices and vehicular event recording devices, as applicable. The master plan must include an estimate of the cost of the enhancement of the telephone system or of the cost of purchasing and maintaining portable event recording devices and vehicular event recording devices, as applicable, and all proposed sources of money for funding those costs. For the duration of the imposition of the surcharge, the board shall, at least annually, review and, if necessary, update the master plan.
3. The surcharge imposed by a board of county commissioners pursuant to this section:
 - (a) For each access line to the local exchange of a telecommunications provider, must not exceed \$1 each month;
 - (b) For each trunk line to the local exchange of a telecommunications provider, must equal 10 times the amount of the surcharge imposed for each access line to the local exchange of a telecommunications provider pursuant to paragraph (a); and
 - (c) For each telephone number assigned to a customer by a supplier of mobile telephone service, must equal the amount of the surcharge imposed for each access line to the local exchange of a telecommunications provider pursuant to paragraph (a).
4. A telecommunications provider which provides access lines or trunk lines in a county which imposes a surcharge pursuant to this section or a supplier which provides mobile telephone service to a customer in such a county shall collect the surcharge from its customers each month. Except as otherwise provided in [NRS 244A.7647](#), the telecommunications provider or supplier shall remit the surcharge it collects to the treasurer of the county in which the surcharge is imposed not later than the 15th day of the month after the month it receives payment of the surcharge from its customers.

**SURCHARGE FOR ENHANCEMENT OF TELEPHONE SYSTEM USED FOR REPORTING
EMERGENCY AND PURCHASE AND MAINTENANCE OF EVENT RECORDING DEVICES**

NRS 244A.7641 to 244A.7645

5. An ordinance adopted pursuant to this section may include a schedule of penalties for the delinquent payment of amounts due from telecommunications providers or suppliers pursuant to this section. Such a schedule:

(a) Must provide for a grace period of not less than 90 days after the date on which the telecommunications provider or supplier must otherwise remit the surcharge to the county treasurer; and

(b) Must not provide for a penalty that exceeds 5 percent of the cumulative amount of surcharges owed by a telecommunications provider or a supplier.

6. As used in this section, “trunk line” means a line which provides a channel between a switchboard owned by a customer of a telecommunications provider and the local exchange of the telecommunications provider.

(Added to NRS by [1995, 1056](#); A [1997, 2212](#); [1999, 1686](#); [2001, 621, 1643, 2124](#); [2003, 152, 153](#); [2007, 559](#); [2009, 640](#); [2011, 1122](#); [2017, 591](#))

NRS 244A.7645 Establishment of advisory committee to develop plan to enhance or improve telephone system; creation of special revenue fund; use of money in fund.

1. If a surcharge is imposed pursuant to [NRS 244A.7643](#) in a county whose population is 100,000 or more, the board of county commissioners of that county shall establish by ordinance an advisory committee to develop a plan to enhance the telephone system for reporting an emergency in that county and to oversee any money allocated for that purpose. The advisory committee must:

(a) Consist of not less than five members who:

(1) Are residents of the county;

(2) Possess knowledge concerning telephone systems for reporting emergencies; and

(3) Are not elected public officers.

(b) Subject to the provisions of subparagraph (3) of paragraph (a), include the chief law enforcement officer or his or her designee from each office of the county sheriff, metropolitan police department, police department of an incorporated city within the county and department, division or municipal court of a city or town that employs marshals within the county, as applicable.

2. If a surcharge is imposed pursuant to [NRS 244A.7643](#) in a county whose population is less than 100,000, the board of county commissioners of that county shall establish by ordinance an advisory committee to develop a plan to enhance or improve the telephone system for reporting an emergency in that county and to oversee any money allocated for that purpose. The advisory committee must:

(a) Consist of not less than five members who:

(1) Are residents of the county;

(2) Possess knowledge concerning telephone systems for reporting emergencies; and

(3) Are not elected public officers.

(b) Include a representative of an incumbent local exchange carrier which provides service to persons in that county. As used in this paragraph, “incumbent local exchange carrier” has the meaning ascribed to it in 47 U.S.C. § 251(h)(1), as that section existed on October 1, 1999, and includes a local exchange carrier that is treated as an incumbent local exchange carrier pursuant to that section.

(c) Subject to the provisions of subparagraph (3) of paragraph (a), include the chief law enforcement officer or his or her designee from each office of the county sheriff, metropolitan police department, police department of an incorporated city within the county and department, division or municipal court of a city or town that employs marshals within the county, as applicable.

3. If a surcharge is imposed in a county pursuant to [NRS 244A.7643](#), the board of county commissioners of that county shall create a special revenue fund of the county for the deposit of the money collected pursuant to [NRS 244A.7643](#). The money in the fund must be used only:

(a) To pay the costs of adopting and reviewing the 5-year master plan for the enhancement of the telephone system for reporting emergencies in the county that is required pursuant to [NRS 244A.7643](#).

(b) With respect to the telephone system for reporting an emergency:

(1) In a county whose population is 45,000 or more, to enhance the telephone system for reporting an emergency, including only:

(I) Paying recurring and nonrecurring charges for telecommunication services necessary for the operation of the enhanced telephone system;

**SURCHARGE FOR ENHANCEMENT OF TELEPHONE SYSTEM USED FOR REPORTING
EMERGENCY AND PURCHASE AND MAINTENANCE OF EVENT RECORDING DEVICES**

NRS 244A.7641 to 244A.7645

(II) Paying costs for personnel and training associated with the routine maintenance and updating of the database for the system;

(III) Purchasing, leasing or renting the equipment and software necessary to operate the enhanced telephone system, including, without limitation, equipment and software that identify the number or location from which a call is made; and

(IV) Paying costs associated with any maintenance, upgrade and replacement of equipment and software necessary for the operation of the enhanced telephone system.

(2) In a county whose population is less than 45,000, to improve the telephone system for reporting an emergency in the county.

(c) With respect to purchasing and maintaining portable event recording devices and vehicular event recording devices, to pay:

(1) By an entity described in this subparagraph, costs associated with the acquisition, maintenance, storage of data, upgrade and replacement of equipment and software necessary for the operation of portable event recording devices and vehicular event recording devices or systems that consist of both portable event recording devices and vehicular event recording devices. Money may be expended pursuant to this subparagraph for the purchase and maintenance of portable event recording devices or vehicular event recording devices only by:

(I) The sheriff's office of a county;

(II) A metropolitan police department;

(III) A police department of an incorporated city;

(IV) A department, division or municipal court of a city or town that employs marshals;

(V) A department of alternative sentencing; or

(VI) A county school district that employs school police officers.

(2) Costs for personnel and training associated with maintaining, updating and operating the equipment, hardware and software necessary for portable event recording devices and vehicular event recording devices or systems that consist of both portable event recording devices and vehicular event recording devices.

(3) Costs for personnel and training associated with the maintenance, retention and redaction of audio and video events recorded on portable event recording devices and vehicular event recording devices or systems that consist of both portable event recording devices and vehicular event recording devices.

(d) To pay any costs associated with performing an analysis or audit pursuant to [NRS 244A.7648](#) of the surcharges collected by telecommunications providers.

4. For the purposes described in subsection 3, money in the fund must be expended in the following order of priority:

(a) Paying the costs authorized pursuant to paragraph (a) of subsection 3 to adopt and review the 5-year master plan.

(b) If the county performs an analysis or audit described in [NRS 244A.7648](#), paying the costs associated authorized pursuant to paragraph (d) of subsection 3.

(c) Paying the costs authorized pursuant to paragraph (b) of subsection 3.

(d) If the county has imposed a portion of the surcharge for purposes of purchasing and maintaining portable event recording devices and vehicular event recording devices:

(1) Paying the costs authorized pursuant to paragraph (c) of subsection 3 other than costs related to personnel and training.

(2) Paying the costs authorized pursuant to paragraph (c) of subsection 3 related to personnel.

(3) Paying the costs authorized pursuant to paragraph (c) of subsection 3 related to training.

5. If money in the fund is distributed to a recipient and:

(a) The recipient has not used the money for any purpose authorized pursuant to subsection 3 within 6 months, the recipient must:

(1) Notify the board of county commissioners and the advisory committee; and

(2) Return the unused money.

(b) The recipient used any portion of the money for a purpose that is not authorized pursuant to subsection 3, the recipient must:

(1) Notify the board of county commissioners and the advisory committee; and

(2) Repay the portion of the money that was used for a purpose not authorized pursuant to subsection 3.

**SURCHARGE FOR ENHANCEMENT OF TELEPHONE SYSTEM USED FOR REPORTING
EMERGENCY AND PURCHASE AND MAINTENANCE OF EVENT RECORDING DEVICES**

NRS 244A.7641 to 244A.7645

(c) The recipient was not entitled to receive all or a portion of the money, the recipient must:

- (1) Notify the board of county commissioners and the advisory committee; and
- (2) Repay all money to which the recipient was not entitled to receive.

6. If the balance in the fund created in a county whose population is 100,000 or more pursuant to subsection 3 which has not been committed for expenditure exceeds \$5,000,000 at the end of any fiscal year, the board of county commissioners shall reduce the amount of the surcharge imposed during the next fiscal year by the amount necessary to ensure that the unencumbered balance in the fund at the end of the next fiscal year does not exceed \$5,000,000.

7. If the balance in the fund created in a county whose population is 45,000 or more but less than 100,000 pursuant to subsection 3 which has not been committed for expenditure exceeds \$1,000,000 at the end of any fiscal year, the board of county commissioners shall reduce the amount of the surcharge imposed during the next fiscal year by the amount necessary to ensure that the unencumbered balance in the fund at the end of the next fiscal year does not exceed \$1,000,000.

8. If the balance in the fund created in a county whose population is less than 45,000 pursuant to subsection 3 which has not been committed for expenditure exceeds \$500,000 at the end of any fiscal year, the board of county commissioners shall reduce the amount of the surcharge imposed during the next fiscal year by the amount necessary to ensure that the unencumbered balance in the fund at the end of the next fiscal year does not exceed \$500,000.

(Added to NRS by [1995, 1056](#); A [1999, 1686](#); [2001, 621, 2125](#); [2007, 561](#); [2009, 641](#); [2011, 1124](#); [2017, 592](#); [2019, 1562, 3253](#))

[NRS: CHAPTER 244A - COUNTIES: FINANCING OF PUBLIC IMPROVEMENTS \(state.nv.us\)](#)

<https://www.leg.state.nv.us/NRS/NRS-244A.html#NRS244ASec7643>

Appendix B, Washoe County 9-1-1 Emergency Response Advisory Committee BYLAWS

Washoe County 9-1-1 Emergency Response Advisory Committee BYLAWS AND
GENERAL PROVISIONS (As modified by Washoe County 9-1-1 advisory committee,
May 16, 2024)

[2024 Bylaws.pdf \(washoecounty.gov\)](#)

[https://www.washoecounty.gov/technology/board_committees/911_response/Files/2024
%20Bylaws.pdf](https://www.washoecounty.gov/technology/board_committees/911_response/Files/2024%20Bylaws.pdf)

9-1-1 Emergency Response Advisory Committee

BYLAWS AND GENERAL PROVISIONS

Article I: Purpose and Authority

The 1995 Nevada Legislature enacted Senate Bill (“SB”) 473 which authorized a telephone line surcharge to be imposed in certain counties for the enhancement of existing 911 emergency services. The Act required that any county imposing the surcharge create an advisory committee to develop a plan for 911 enhancements and recommend expenditures to ensure that the county’s 911 emergency response system provides the most efficient service available.

The 2017 Nevada Legislature enacted SB 176 which expanded the permissible use of the telephone line surcharge to include the purchase and maintenance of portable event recording devices (body cameras) and vehicular event recording devices (vehicle cameras). Washoe County implemented this expansion of the surcharge to purchase and maintain body cameras for peace officers employed by a law enforcement agency (as defined in NRS 289.830(3)(a)), and to purchase and maintain vehicle cameras for the safety of the community.

The 2019 Nevada Legislature enacted SB 89 which again expanded the permissible use of the telephone line surcharge to include the purchase and maintenance of body cameras and vehicle cameras for use by a county school district that employs school police officers (who are required to wear body cameras) and by a department of alternative sentencing (whose officers are not required to wear body cameras). Washoe County implemented this expansion of the surcharge to purchase and maintain body cameras and vehicle cameras, as needed, for use by the Washoe County School District Police and Washoe County Department of Alternative Sentencing.

These legislative enactments are codified in Nevada Revised Statutes (“NRS”) Chapter 244A. Additional provisions are set forth in Washoe County Code (“WCC”) Chapter 65.

Article II: Committee Membership

A. Membership. The committee shall consist of:

1. Three (3) members appointed by the City of Reno;
 - i. One (1) member must be the Reno Police Department's chief law enforcement officer or designee;
 - ii. One (1) member must be the Reno Municipal Court marshal division's chief law enforcement officer or designee;
2. Three (3) members appointed by the City of Sparks;
 - i. One (1) member must be the Sparks Police Department's chief law enforcement officer or designee;
 - ii. One (1) member must be the Sparks Municipal Court marshal division's chief law enforcement officer or designee;
3. Three (3) members appointed by Washoe County;
 - i. One (1) member must be the Washoe County sheriff's designee; and
4. One (1) non-voting member appointed by the Washoe County School District.

B. Qualifications. All members appointed to the committee must:

1. Be a resident of and qualified elector in Washoe County;
2. Possess knowledge concerning telephone systems for reporting emergencies; and
3. May not be an elected public officer.

C. Term. All members shall be appointed for a term of four (4) years.

D. Chairperson. The chair shall be selected from among the members at the first meeting of the calendar year, and must rotate each year among the appointees from the City of Reno, City of Sparks and Washoe County.

E. Resignation. Any member who elects to resign their position prior to the end of their term of service must provide written notification to the Chair and applicable Washoe County staff. The local jurisdiction who appointed the resigning member must appoint another member to fill the vacancy and

complete the term of service, and must provide written notification of the appointment to Washoe County prior to the member's first committee meeting. The local jurisdiction must ensure that the appointed member meets the qualifications set forth in NRS Chapter 244A and these bylaws.

- F. Removal. A member may be removed by the local jurisdiction appointing that member for any reason. If any member is absent from a regularly scheduled Advisory Committee meeting three or more times within a fiscal year, the Chair may notify the member's appointing body and may request that the local jurisdiction appoint a different person to serve on the committee.

Article III. Quorum and Voting

- A. Quorum. A quorum consists of a simple majority of the total membership.
- B. Voting. An affirmative vote by a majority of the voting members present at the meeting is required to take action on any matter.
 - 1. The Chair may call for a roll call vote on any issue.
 - 2. All votes shall be recorded and the meeting minutes shall indicate the members voting for, against, or abstaining from a matter.

Article IV. Officers of the Committee

- A. Titles. The officers of the committee shall be:
 - 1. Chair. The Chair shall preside at all meetings, maintain order, and call special and emergency meetings as needed. The Chair shall also ensure that an annual report is provided to the board of county commissioners on the status of the enhanced 911 service and committee accomplishments within the context of the Five Year Master Plan.
 - 2. Vice Chair. The Vice Chair shall serve in the absence of the Chair.
- B. Succession. No line of succession is claimed by this committee.

- C. Election of Officers. The first meeting of a calendar year should include the selection of Chair and Vice Chair, and shall be the first order of business following determination of a quorum. Newly selected officers shall take office at that meeting.
- D. Rotation of the Chair and Vice Chair. The Chair and Vice Chair shall rotate annually among the members from the City of Reno, City of Sparks and Washoe County. The rotation schedule shall then repeat.
- E. Authority to Sign. The Chair may sign certain documents to implement action by the committee. The Chair should confer with legal counsel as to the propriety of signing specified documents.

Article V. Staff to Assist the Committee

- A. Washoe County shall provide staff to assist the 911 Advisory Committee, which shall include:
 - 1. Recording Secretary. The recording secretary shall attend meetings, record the proceedings, create agendas and draft minutes, distribute agendas and supporting materials, and maintain committee records, among other duties.
 - 2. Legal Counsel. Legal counsel shall be appointed by the District Attorney. Legal counsel may assist the committee in determining points of order, reviewing agenda item legality, advising the members on Nevada's Open Meeting Law and ethics requirements, reviewing contracts, and any other item of concern to the conduct of the meeting.
 - 3. Fiscal Support Staff. Fiscal support staff shall attend meetings, present 911 Fund financial summary updates, draft and present the 911 Fund's fiscal year budgets for approval by the Committee, apprise the Committee regarding financial matters relating to the 911 Fund, and perform contracts management and research, among other duties.

Article VI. Meetings

A. General.

1. All meetings shall comport with Nevada's Open Meeting Law requirements set forth in NRS 241.010 through 241.040, inclusive.
2. Notice. A copy of the meeting agenda shall be posted at the appropriate locations at least three business days prior to the meeting to allow the public full awareness of the scheduled meeting.
3. Agenda. Items may be placed on the agenda by any member of the committee, by any staff member of the primary public safety answering points ("PSAPs"), or by any staff member of an entity who is authorized to receive telephone line surcharge monies for the purchase and maintenance of body cameras and/or vehicle cameras. All other persons wishing to place an item on the agenda shall contact a committee member for authorization to include the requested agenda item.
 - i. To place an item on the agenda, the interested party shall contact the recording secretary and shall provide the recording secretary with the specific agenda item language to be included on the agenda.
 - ii. All agenda items must be provided to the recording secretary at least two weeks prior to the meeting date.
4. Support Materials. Each action item on the agenda should be accompanied by written information and materials pertaining to that agenda item. It is expected that requests for funds be accompanied by a thorough staff report and any applicable invoices, receipts, etc. Supporting documentation shall be provided to the recording secretary at least two weeks prior to the meeting date. The recording secretary shall distribute the support materials in advance of the meeting, preferably at the time of the agenda posting.
5. Late-Produced Support Materials. The committee may, after review of any late-produced materials, decide by a majority vote to consider the materials. In order for late-produced materials to be properly analyzed by the committee, the committee reserves the right to

reschedule the item to a later place on the agenda or to reschedule the item to a subsequent meeting.

6. Records. The committee shall keep a public record of its business. Complete records of the committee's actions shall be kept on file with Washoe County's Technology Services department.

B. Regular Meetings.

1. The committee shall set regular meeting days and times every other month.
2. All regular meetings shall begin at the time appointed by the committee and shall be scheduled for no more than three (3) hours. At the end of the three hours, a simple majority of the committee can vote to extend the meeting or conclude the meeting and reschedule the remaining items for a subsequent meeting.

C. Special Meetings.

1. Special meetings may be held at the Chair's request, or by written request of at least four (4) committee members.

D. Emergency Meetings.

1. An emergency meeting may be called by the Chair, or an emergency item may be added to any regular or special meeting when unforeseen circumstances require immediate action. Unforeseen circumstances include, but are not limited to:
 - i. Disasters caused by fire, flood, earthquake, or other natural causes; or
 - ii. Any material impairment of the public's health and safety.
2. Before an emergency meeting may begin, or an emergency item may be considered, the committee must, by affirmative vote of a quorum, find that an emergency exists and specify the conditions and circumstances which constitute that emergency.

E. Order of Business. The order of the following agenda items may be changed as necessary at the discretion of the Chair.

1. Roll call and determination of a quorum.

2. Instructions for Providing Public Comment.
 3. Public Comment.
 4. Review, amendment and approval of minutes from previous meeting.
 5. Business of the day.
 6. Announcements and selection of topics for future agendas.
 7. Public Comment.
 8. Adjournment.
- F. Consent Agenda. The agenda for a public meeting may include a “consent” section. Items on the consent section of the agenda are considered as a block with a single public comment period unless otherwise requested by a Committee member. Individual consent items will not be read aloud. Items which are appropriate for the consent section of the agenda are items under \$100,000 which have been budgeted for in the applicable fiscal year or which are routine.
- G. Public Comment. Public comment on matters not specifically agendized should be limited to three (3) minutes per person. The Chair may grant further time at his or her discretion.

Article VII. Records and Minutes

- A. Records. All documents pertaining to the work of the committee shall be maintained under the supervision of the Chair and Washoe County’s Technology Services department. Said documents shall be open and accessible to the committee members and to the public during working hours, unless such records are declared confidential by law.
- B. Minutes. Written minutes of each meeting shall be kept and are public records.
1. Meeting minutes or electronic recordings of each meeting will be made available within thirty (30) working days after adjournment of the meeting.
 2. The Chair shall ensure that a qualified recording secretary is available to record all actions of any committee meeting and to maintain written minutes.

3. Approved written minutes are considered to be a summary of the proceedings. Written minutes may be superseded by an electronic recording.

Article VIII. Committee Responsibilities

- A. Develop annual priorities to enhance 911 services to all Washoe County citizens based on the legislative intent of NRS Chapter 244A, and subsequent amendments.
 1. Annually review and analyze the Five Year Master Plan.
 2. Annually assess national standards of 911 service delivery.
 3. Assess existing technical and service delivery of 911 enhancements for the primary PSAPs and other public safety dispatch centers in Washoe County.
 4. Develop and recommend an annual budget based on priorities established by the committee.
 5. Recommend budget expenditures or other action to the Washoe County Board of County Commissioners to enhance 911 services in accordance with NRS 244A.7645 and other applicable law.
 - i. The Board of County Commissioners may:
 1. Affirm the committee's recommendation;
 2. Remand the issue back to the committee for further work, discussion, debate or action; or
 3. Reverse the committee's recommendation.
- B. Act upon emergency standards, policy or legislative issues that impact enhanced 911 services.
 1. Educate all members on existing and emerging enhanced 911 issues.
 2. Develop, initiate and respond regionally to all issues under Article VIII.
- C. Comply with annual requirements to report the status of the enhanced 911 service and committee accomplishments within the context of the Five Year Master Plan to the Board of County Commissioners. This shall primarily be the responsibility of the Chair, or the Chair's committee-member designee, with support from the committee.

- D. Recommend budget expenditures to the Washoe County Board of County Commissioners related to the purchase and maintenance of body cameras and vehicle cameras for authorized entities in accordance with NRS Chapter 244A and other applicable law.

Article IX. Amendment of Bylaws

- A. Amendment. The 911 Emergency Response Advisory Committee Bylaws and General Provisions may be amended by a majority vote of a quorum at a regular meeting and become effective upon signature of the Chair.
- B. Failure to Follow. If the committee fails to follow one of its own Bylaws, the committee's actions are not invalidated so long as the action is in compliance with other laws.

Dated: 5-16-2024



CHAIR