

**Clark County, Nevada**

**9-1-1 Surcharge 5-Year Master Plan, 2025**

**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 .....3**
  - 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 Expenditures .....6**
  - 3.1 Allowable Expenditures .....6
  - 3.2 How the 9-1-1 Funds May be Used (NRS 244A.7645, As Amended by SB 208, 2025) .....7
  - 3.3 Order and Priority of Expenditures for 9-1-1 Surcharge Fund .....8
  - 3.4 9-1-1 Surcharge Expenditures and FCC Rulemaking .....9
  - 3.5 Definition of Terms Within NRS 244A, With an Interpretation ..... 11
- 4 Overview of Clark County PSAPs ..... 14**
  - 4.1 Boulder City ..... 14
  - 4.2 Combined Communications Center..... 15
  - 4.3 City of Henderson..... 17
  - 4.4 Las Vegas Metropolitan Police Department ..... 18
  - 4.5 City of Mesquite..... 20
  - 4.6 City of North Las Vegas ..... 21
- 5 PSAP Summary Tables ..... 23**
  - 5.1 Service Area..... 23
  - 5.2 Facilities and Workload ..... 23
  - 5.3 Technology in Use..... 26
  - 5.4 Allowable Expenditures ..... 27
- 6 Population Growth, Phone Lines, & Surcharge Revenue ..... 27**
  - 6.1 Phone Line Projections and Revenue ..... 29
- 7 Estimate for Allowable 9-1-1 Surcharge Recurring Costs ..... 30**
  - 7.1 Basis of Costs Presented ..... 31
  - 7.2 Estimated 9-1-1 Related Costs for Next Five Years ..... 33
  - 7.3 Estimated Event Recorder Five Year Costs [2024 cost submissions]..... 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 ..... 37
- 9 Implementation and Administration of a Clark County 9-1-1 Surcharge ..... 38**
  - 9.1 9-1-1 Surcharge Fund ..... 38
  - 9.2 9-1-1 Advisory Committee ..... 38
  - 9.3 9-1-1 Advisory Committee Bylaws..... 40
  - 9.4 Maximum 9-1-1 Surcharge Fund Balance..... 40
  - 9.5 Example of 9-1-1 Fund Distribution Approval Process ..... 40
- 10 Emergency Dispatch Facility Projects Presently Underway ..... 42**
  - 10.1 Red Rock Joint Communications Center ..... 42
  - 10.2 City of Henderson Via Inspirada Police Station ..... 42
  - 10.3 Best Practice Consideration for New Emergency Communication Facilities ..... 43
- 11 Mental Health 9-8-8 Crisis Hotline ..... 46**
- 12 Recommendations and Proposed Steps ..... 47**
  - 12.1 Establish a 9-1-1 Advisory Committee and Implement the 9-1-1 Surcharge ..... 47
  - 12.2 Plan and Implement Next Generation 9-1-1 Technologies, Including an Emergency Services IP Network ..... 48
  - 12.3 Monitor Federal Actions Related to the Use of 9-1-1 Fees ..... 49
  - 12.4 Implement a Policy Prohibiting Use of 9-1-1 Surcharge Funds for Incident Recorders. .... 50
  - 12.5 Establish Annual Review of 5-Year Master Plan and Review of Surcharge Fund Balance ..... 51
  - 12.6 Annual Review and Update of Funding Priorities..... 52
  - 12.7 Develop a Process to Complete or Address Each Recommendation of this Master Plan ..... 53
  - 12.8 Periodic Reporting of PSAP Operational Metrics to the Committee ..... 53
- Appendix A, NRS 244A.7641 to 244A.7645.....**
- Appendix B, Washoe County 9-1-1 Emergency Response Advisory Committee BYLAWS .....**
- Appendix C, Nevada Senate Bill No. 208 (2025) .....**

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

---

## 1 Introduction

### 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 Senate Bill (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-worn 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 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 Public Safety Answering Point (PSAP) involved and collected specific cost, technology, and operational data. Over 25 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, of 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) 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 recommends the implementation of a \$1.00 per line 9-1-1 surcharge based on updated revenue projections and cost data from Clark County PSAPs. Additionally, SB 208 has raised the allowable unencumbered fund balance cap from \$5 million to \$15 million, allowing for greater financial flexibility and planning. A smoothed capital expenditure strategy is proposed to phase larger investments over time. These updates ensure fiscal sustainability, regulatory alignment, and support for NG9-1-1, mobile data systems, GIS improvements, and radio lifecycle costs.

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 Plan includes an overview of the 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 (cellular phones), wireline (land lines) 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 cellular phones and other telephone services. The current existing “allowable” 9-1-1 expenses are then compared to possible revenue. Per SB 208 and updated PSAP cost submissions, the recommended surcharge is \$1.00 per line to cover the updated costs, including facility expenditures, while adhering to the new \$15 million maximum fund cap. The 9-1-1 Advisory Committee will monitor trends to validate projections and prioritize allowable investments in NG9-1-1, radio systems, mobile data platforms, and GIS upgrades.

This recommended surcharge amount will need to be reviewed by the 9-1-1 Advisory Committee and could potentially be reduced if deemed appropriate. The Committee will oversee fund allocation recommendations to the BCC under the \$15 million cap, ensuring expenditures for facilities enhance PSAP redundancy and address operational challenges. 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 as well as payments to the six (6) PSAPs for authorized expenditures.

## 2 Legislative Review

This section summarizes major statutory milestones governing the 9-1-1 telephone line surcharge, highlighting responsibilities for fund management and the advisory committee, with citations to the Nevada Revised Statutes (NRS). It also clarifies which elements are historical context versus those controlling current policy and funding decisions.

In 1995, SB 473 authorized counties to impose a surcharge to enhance existing 9-1-1 services and required the creation of an advisory committee to develop a plan and recommend expenditures to ensure efficient emergency response. The framework it established under NRS 244A.7641–.7648 is the basis for today’s recommended committee structure and county fund administration.

In 2017, SB 176 broadened permissible uses of surcharge funds to include portable event recording devices (body-worn cameras) and vehicular event recording devices while updating several elements of the surcharge framework. It also raised the per-access-line cap (up to \$1.00), aligned mobile and access-line rates, set the trunk-line multiplier, and required at least an annual review and updates to a five-year master plan.

In 2019, SB 89 further extended permissible uses to cover body-worn and vehicle-camera programs for school police and Departments of Alternative Sentencing. This expansion carried forward the same funding mechanics while widening eligible beneficiaries under the existing surcharge structure.

Most recently (May 31, 2025), SB 208 raised the maximum year-end fund balance cap for counties over 700,000 population from \$5 million to \$15 million, providing flexibility to absorb short-term cost fluctuations and invest in major projects (e.g., NG9-1-1 and communications facility upgrades). SB 208 also clarifies that facility costs—construction, maintenance, and operation of space functionally dedicated to 9-1-1—are eligible surcharge expenditures and adjusts priority ordering so dedicated 9-1-1 facilities are treated ahead of camera systems.

Related sections of the NRS are presented in Appendix A & C.

## 2.1 5-Year Master Plan

As mentioned above, SB 176 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, 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 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 a representative illustration, over the past several years there has been some fluctuation in the surcharge amounts and their respective 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.

### **3 9-1-1 Surcharge Allowable Expenditures**

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 does provide 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 that 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 (NRS 244A.7645, As Amended by SB 208, 2025)

Pursuant to NRS 244A.7645, as amended by SB 208 (2025), and as summarized in the table below, Clark County may use 9-1-1 surcharge revenue for:

- Recurring and nonrecurring charges for telecommunications services directly related to 9-1-1 system operation.
- Database maintenance and personnel training related to system accuracy.
- Purchase, lease, or maintenance of hardware, software, and location -identification technologies.
- Lifecycle replacement of PSAP operational systems including CAD, radio, mobile data, and NG9-1-1 technologies.
- **NEW:** Costs associated with the construction, maintenance, or operation of the portion of a facility that houses and is functionally dedicated to the operation of a telephone system for reporting emergencies. This includes PSAP buildouts, facility retrofits, and associated infrastructure costs, as long as the space is physically and functionally dedicated to 9-1-1 operations.

SB 208 reaffirms that such facilities must be functionally dedicated to 9-1-1 call handling to qualify. This aligns with FCC guidance on allowable 9-1-1 fee uses and ensures consistency between state and federal policy.

The measure also adjusted the priority order for expenditures: facility-related costs are now prioritized above the use of surcharge funds for body-worn and vehicular camera systems.

Where noted, SB 208 provisions take effect October 1, 2025 with additional advisory/reporting provisions effective October 1, 2029.

This section addresses the priority of 9-1-1 surcharge fund expenditures per the 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\*.

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

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

The following table summarizes allowable use categories as defined in the statute:

| Item No. | Statutory Reference              | Statutory Wording (Condensed)  | Brief Description  |
|----------|----------------------------------|--|--|
| 1        | §3(a)                            | Adopt and review the 5-year master plan.   | 5-year Master Plan oversight and updates.  |
| 2        | §3(d)                            | Pay any costs associated with performing an analysis or audit pursuant to NRS 244A.7648 of the surcharges collected by telecommunications providers. | Audit and analysis of 9-1-1 surcharge collections (NRS 244A.7648).               |
| 3        | §3(b)(1)                         | In a county whose population is 52,000 or more, to enhance the telephone system for reporting an emergency   | Support for 9-1-1 system improvements in larger counties.                        |
| 3.1      | §3(b)(1)(I)                      | Paying recurring and nonrecurring charges for telecommunications services necessary for system operation.  | Telecom charges (ongoing and one-time).  |
| 3.2      | §3(b)(1)(II)                     | Paying costs for personnel and training related to routine maintenance and database updates.   | Staff and training for system upkeep.  |
| 3.3      | §3(b)(1)(III)                    | Purchasing, leasing, or renting equipment/software to operate the 9-1-1 system, including caller location/ID tools.                                  | Acquisition of 9-1-1 system equipment and software.                              |
| 3.4      | §3(b)(1)(IV)                     | Paying costs for maintenance, upgrades, and replacement of equipment/software.   | Lifecycle maintenance of 9-1-1 infrastructure.                                   |
| 4        | §3(d)(1)                         | Costs for acquisition, maintenance, data storage, upgrade, and replacement of portable and vehicular event recording devices.                        | Hardware/software and data costs for body-worn and vehicle cameras.              |
| 5        | §3(d)(2)                         | Personnel and training costs for maintaining, updating, and operating equipment and software for event recording devices.                            | Operational staff/training costs for recording device systems.                   |
| 6        | §3(d)(3)                         | Personnel and training costs for maintenance, retention, and redaction of recorded audio/video from event recording devices.                         | Staff/training costs for managing and redacting video/audio evidence.            |
| 7        | §3(c) ( <i>new from SB 208</i> ) | Costs associated with the construction, maintenance, or operation of facility space functionally dedicated to emergency call handling.               | <b>NEW:</b> PSAP facility costs if space is fully dedicated to 9-1-1 operations. |

All use must adhere to the statutory order of priority outlined in NRS 244A.7645 (as amended by SB 208).

### 3.4 9-1-1 Surcharge Expenditures and 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 is in opposition to the Code of Federal Regulations (CFR) Title 47 § 9.23.<sup>1</sup> 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...”*

CFR Title 47 § 9.23’s 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 (hardware and software), computer aided dispatch (CAD) equipment (hardware and software), and the PSAP building/facility including NG9-1-1, cybersecurity, pre-arrival instructions, and emergency notification systems. 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 do not directly support providing 911 services.

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

Based on this definition and the FCC'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 uses.

An example of the FCC specifically mentioning Nevada in the diversion of 9-1-1 funds is where their 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 five 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. 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. 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 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 wishes 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 expenditure 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.



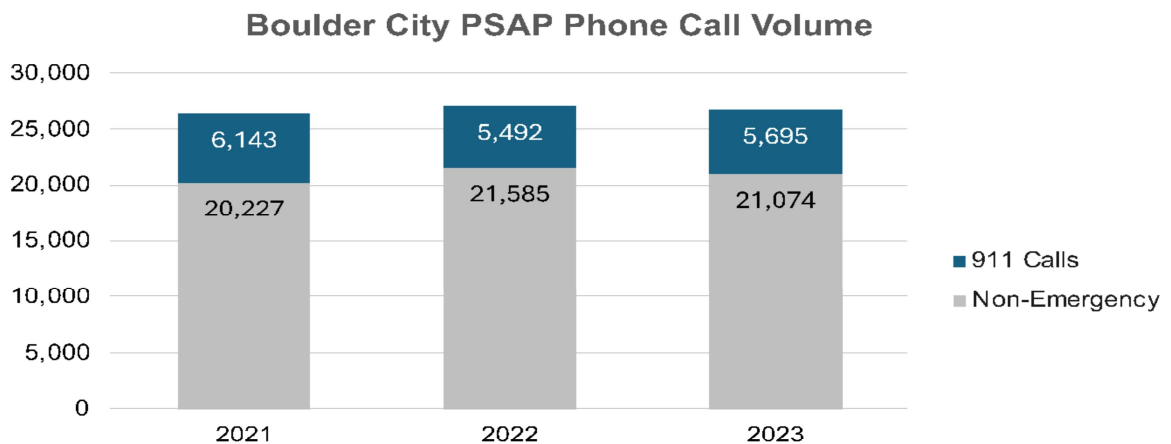
## 4 Overview of Clark County PSAPs

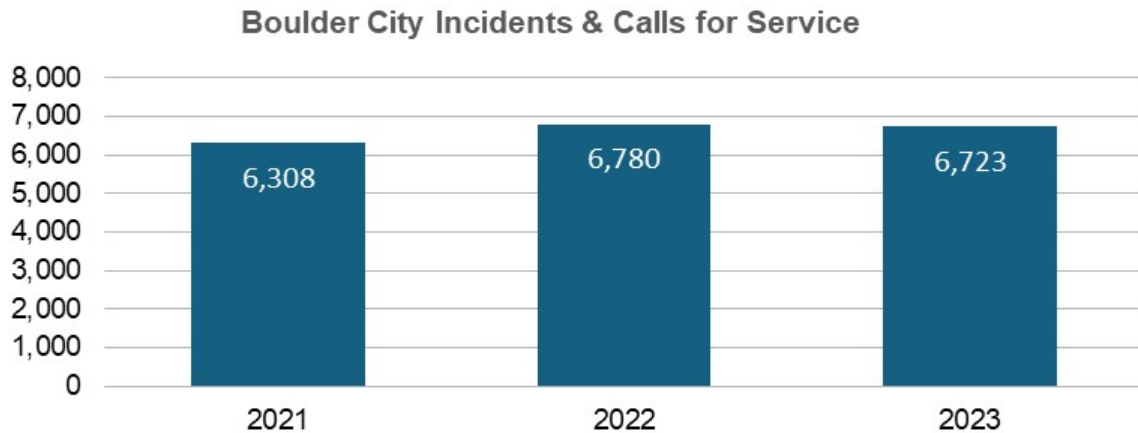
The following section provides a summary overview of each PSAP included in the Plan, including an overview of its governance, workload, number of workstations, primary technology systems, and recent spending which would be eligible for reimbursement.

### 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 three fully equipped workstations and dispatches the City’s police units. Fire and EMS calls are transferred to the CCC.

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 Records Management System (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 prior year allowable PSAP expenditures eligible for surcharge funding included about \$107,000 in recurring costs (such as a 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.

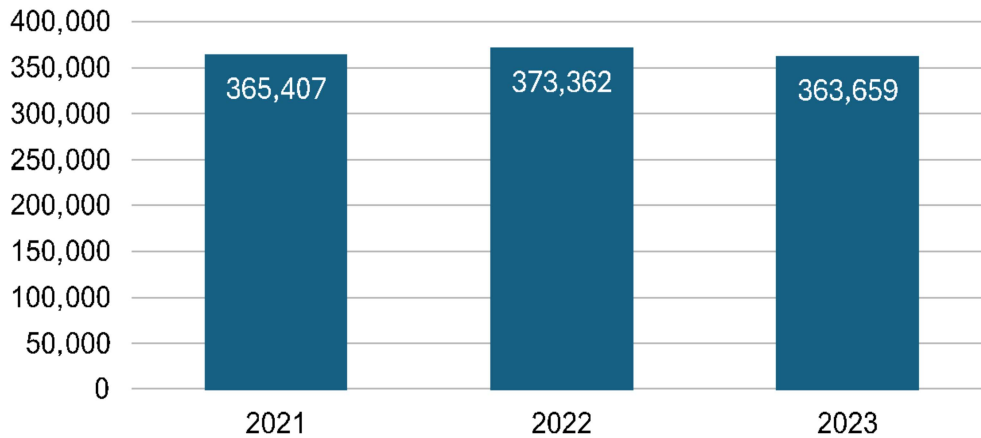
## 4.2 Combined Communications Center

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 of Las Vegas both 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 represented from each of the three entities. Unanimous agreement is required for certain types of changes, such as hiring additional staff.

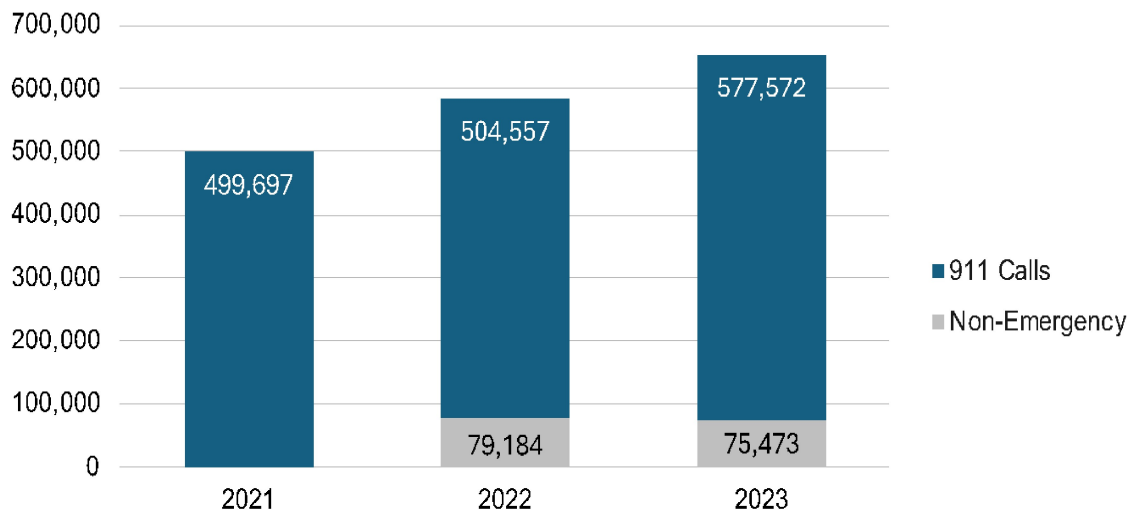
The CCC serves as a secondary PSAP, dispatches Fire and EMS responders for each jurisdiction in the County except for Henderson, Boulder City, and Mesquite. The center has a total of 18 workstations, including 12 for call-taking, four for dispatch, a supervisor, and a training console.

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 calls<sup>1</sup>. It has recorded an average of 367,000 incidents and calls for service during that time. See the charts below:

### CCC Incidents & Calls for Service



### CCC Phone Call Volume



<sup>1</sup> 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 SNACC radio network using Motorola radio consoles and receives calls on a Motorola Vesta 9-1-1 system provided by Lumen.

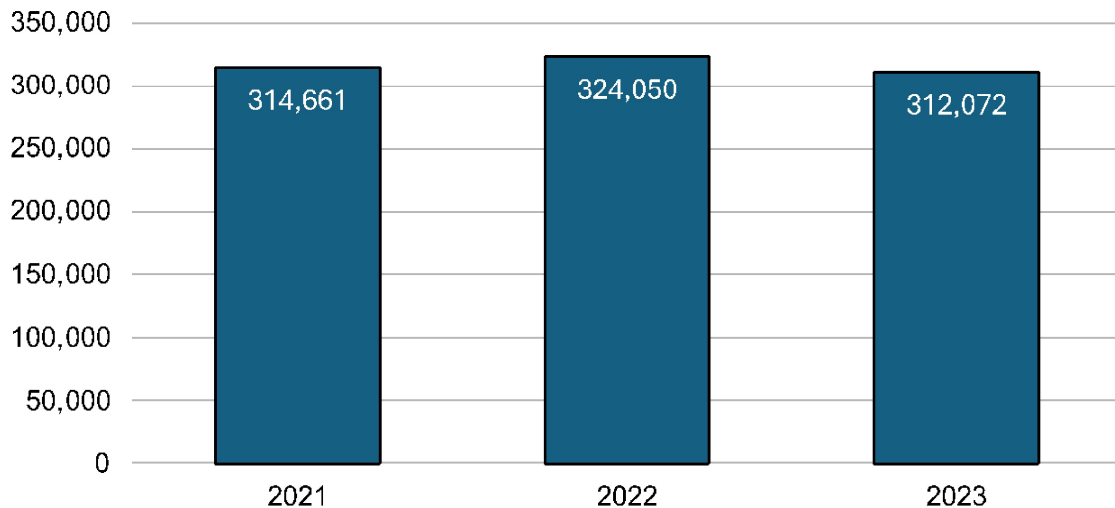
The center’s prior year allowable PSAP expenditures eligible for surcharge funding included about \$1.97 million in recurring costs (primarily software subscriptions). There is no body-worn camera expense associated with the Fire/EMS center.

### 4.3 City of Henderson

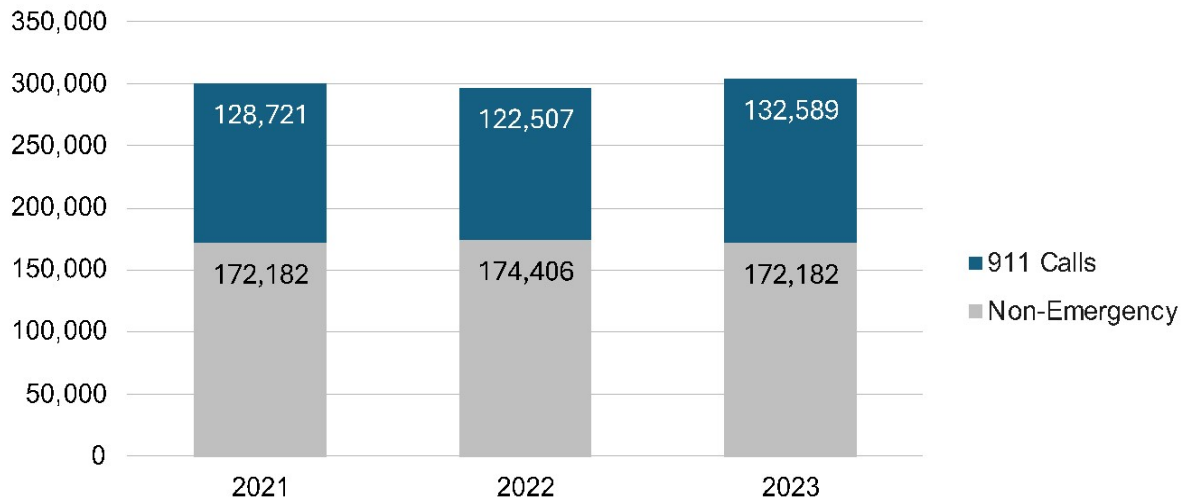
The Henderson PSAP is part of the City’s Police Department and serves as the primary answering point for calls from within the City of Henderson. The center has a total of 11 fully equipped workstations, including one supervisor station, and dispatches City police and fire/EMS responders.

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:

**Henderson Incidents & Calls for Service**



### Henderson 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 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 trunks.

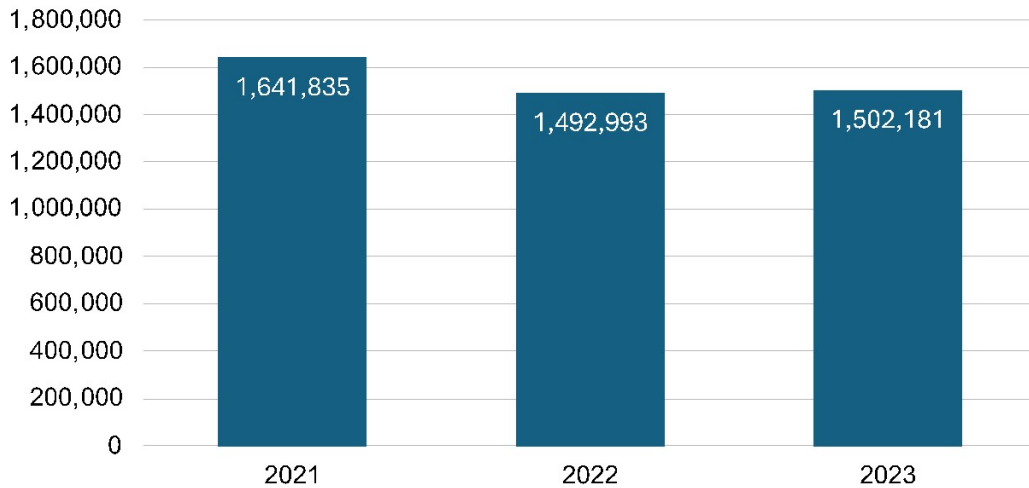
The department’s known prior year expenditures eligible for surcharge funding included about \$911,000 in recurring costs (such as software subscriptions) and \$759,000 for body-worn cameras. The department is also finalizing a new facility for public safety to open in 2025, approximately 15% of which 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

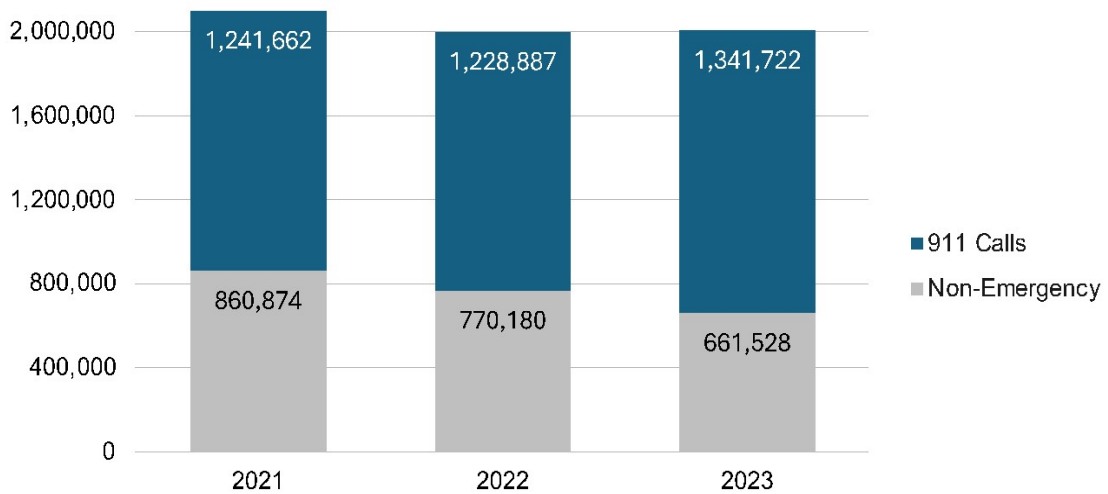
The Las Vegas Metropolitan Police Department is a joint city-county agency serving the City of Las Vegas and unincorporated Clark County. The Department is overseen by an elected Sheriff. The Department’s PSAP serves as the primary answering point for emergency calls from the jurisdiction served and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

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

### Las Vegas Metro Incidents & Calls for Service



### Las Vegas Metro PSAP Phone Call Volume



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 CAD system and RMS, including the mobile version deployed on more than 1,300 devices throughout the department. The

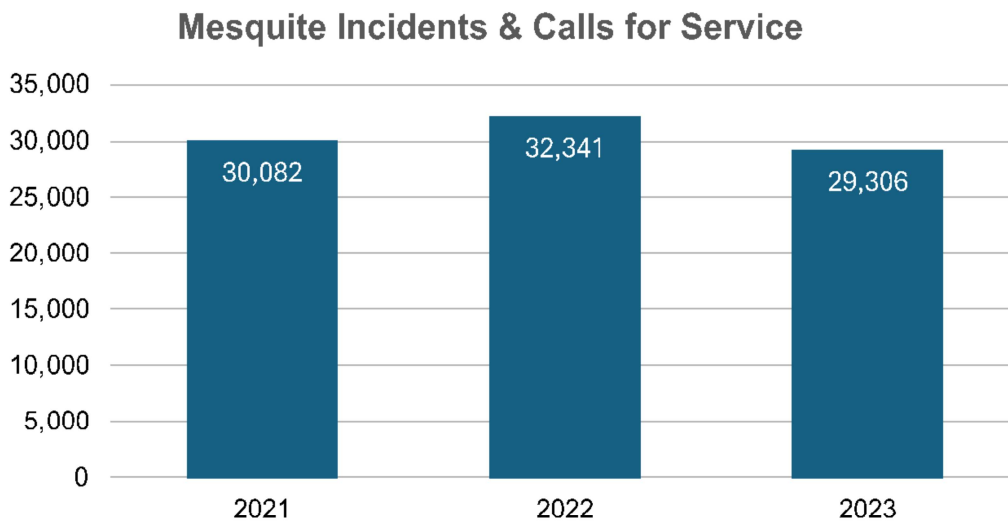
department operates on a Motorola Solutions P25, Trunked, 700 MHz radio system across 26 sites, and receives 9-1-1 calls on a locally hosted Motorola Vesta system. The 9-1-1 system is connected to the Lumen central office using analog lines. The Vesta system was refreshed in 2021. The new and old centers are linked on the same network and CAD so that they are fully interoperable.

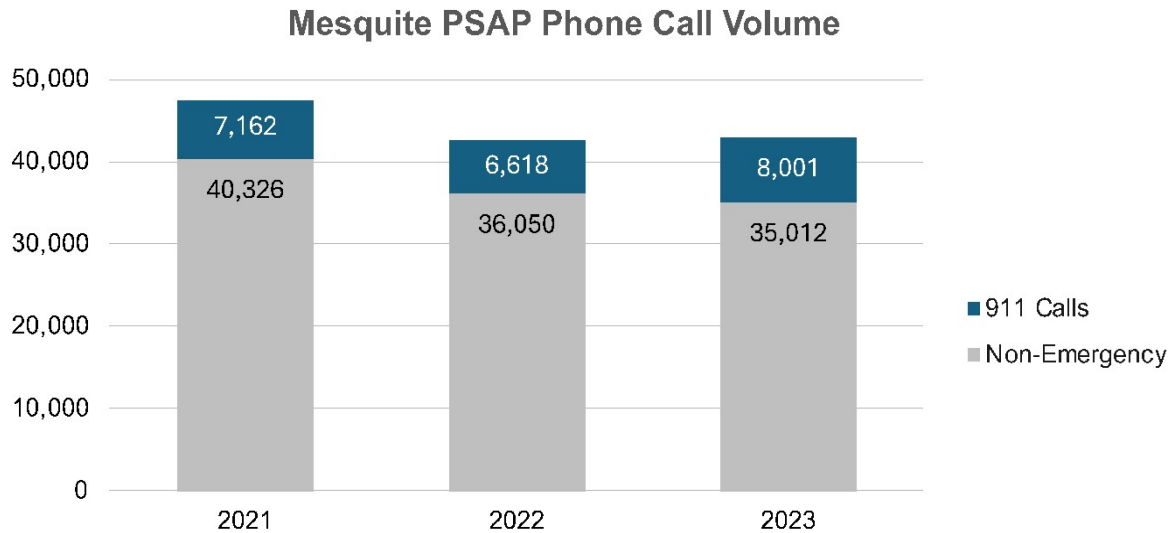
The Department’s allowable expenditures which would be eligible for surcharge funding totaled nearly \$7 million last year. These expenses included about \$1.96 million in recurring costs, much of which is due to \$1.2–\$1.3 million in contractual costs for the CAD system. Recent actions to improve the technology and delivery of 9-1-1 calls will increase recurring costs to nearly \$4.4 million in total. The Department also spent \$3.7 million on 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 three fully equipped workstations and dispatches the City’s police units. Fire and EMS calls are transferred to the CCC.

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 LVMPD radio network using Motorola consoles and receives 9-1-1 calls on a Viper 9-1-1 system provided by Lumen.

The City’s prior year allowable PSAP expenditures eligible for surcharge funding included about \$132,000 in recurring costs (primarily software subscriptions) as well as \$64,000 for body-worn cameras.

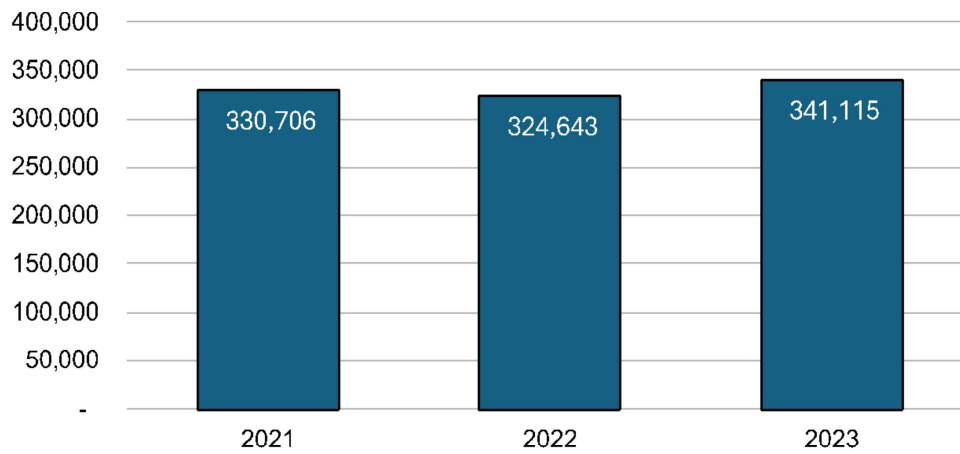
#### 4.6 City of North Las Vegas

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 four CAD-only stations and dispatches the City’s police units. Fire and EMS calls are transferred to the CCC.

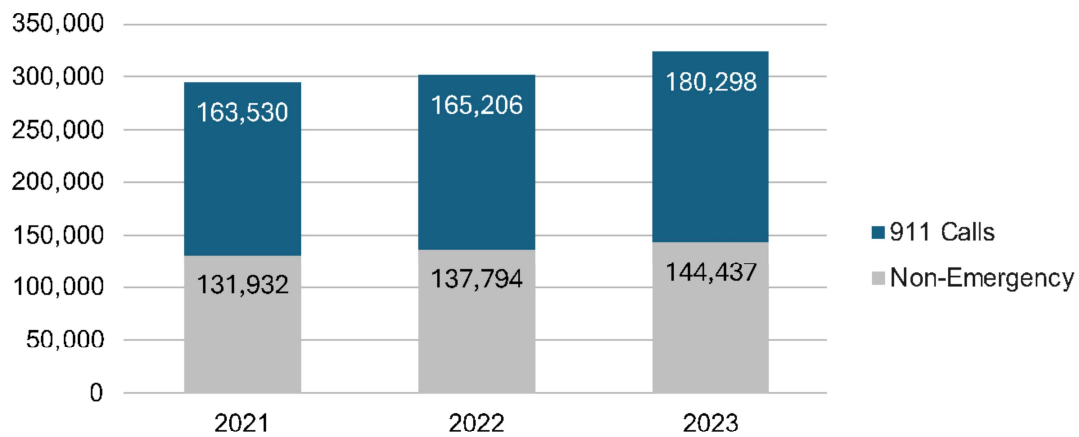
The PSAP has received an average of 170,000 9-1-1 calls annually from 2021-2023 as well as 138,000 non-emergency calls. It recorded an average of 332,000 incidents and calls for service during that time. See the charts below:



### 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 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 in 2023 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 as a \$5,400 capital investment for headsets and \$361,000 for body-worn cameras\*.

*\*Financial information including an estimate of allowable costs was revised in March 2025. The updated information is presented in section 7.2 Updated allowable categories and changes to the NRS based on SB 208 (2025) were included in the revision.*

## 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:

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

*\*Limited medical transport for Las Vegas and North Las Vegas.*

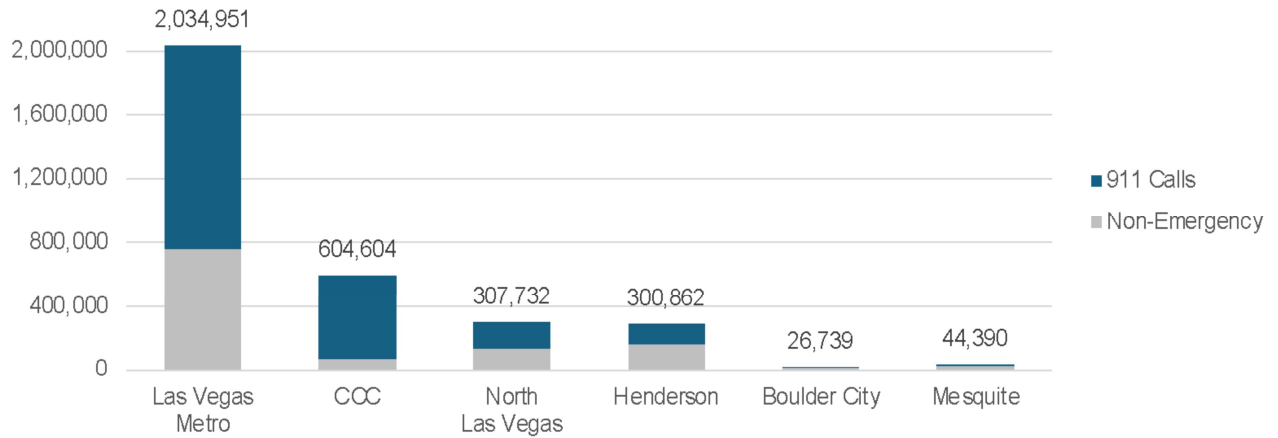
### 5.2 Facilities and Workload

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:

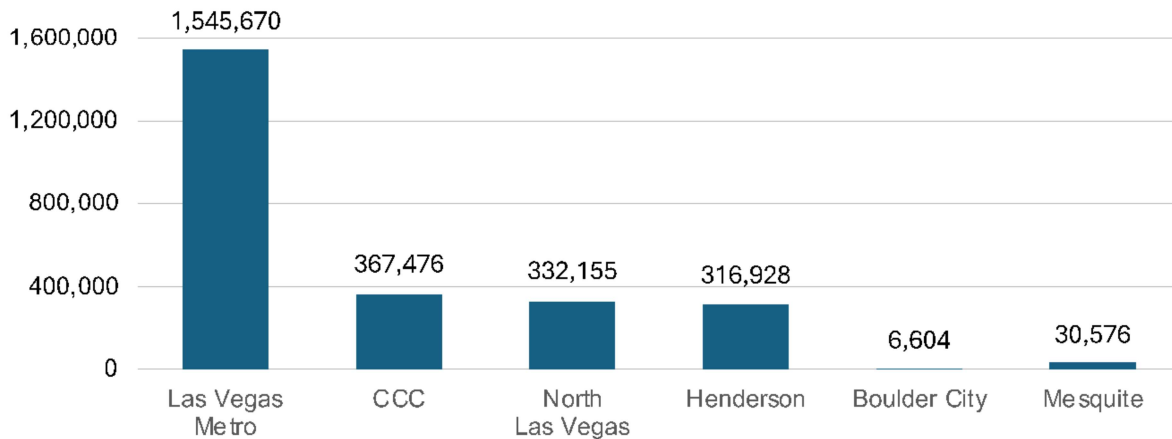
<sup>2</sup> Source: Nevada State Demographer's Office 5-Year County Projections, 2023

| PSAP                   | Workstations by Type  | Incidents/CFS (2023) | 9-1-1 Calls (2023) | Non-Emergency Calls (2023) |
|------------------------|---|----------------------|--------------------|----------------------------|
| <b>Boulder City</b>    | <b>3 Workstations</b><br>Combined function  | 6,604                | 5,695              | 21,074                     |
| <b>CCC</b>             | <b>18 Workstations</b><br>4 dispatch<br>12 call-taking<br>1 supervisor<br>1 training  | 367,476              | 577,572            | 75,473                     |
| <b>Henderson</b>       | <b>10 Workstations</b><br>9 Operations<br>1 Supervisor  | 316,928              | 132,589            | 172,182                    |
| <b>Las Vegas Metro</b> | <b>Metro: 58 Workstations</b><br>23 dispatch<br>35 call-taking<br><b>Annex: 19 Workstations</b><br>5 dispatch<br>14 call-taking<br><u>Training</u> : 26 total, 22 full dispatch | 1,545,670            | 1,341,722          | 1,300,454                  |
| <b>Mesquite</b>        | <b>3 Workstations</b><br>Combined function  | 30,576               | 8,001              | 35,012                     |
| <b>North Las Vegas</b> | <b>11 Workstations</b><br>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   |
|------------------------|---|---|--|
| <b>Boulder City</b>    | Motorola Flex, State System, admin by NV State Police | Motorola Flex software part of the State CAD / RMS System                                 | Dedicated GIS position at City   |
| <b>CCC</b>             | CentralSquare Inform CAD                              | MDT's in units  | ArcGIS suite and peripheral systems<br>City's GIS team provides mapping and addresses etc. |
| <b>Henderson</b>       | Motorola Solutions PremierOne                         | Mobile laptops running Motorola PremierOne  | ESRI ArcGIS Enterprise NearMap Aerial Imagery RapidSOS                                     |
| <b>Las Vegas Metro</b> | Motorola Solutions PremierOne                         | Motorola PremierOne Mobile. Currently 1344 total devices deployed, AVL capable via P1 CAD | GIS - In-house with IT Supports GIS for Dispatch and mobile applications                   |
| <b>Mesquite</b>        | Motorola Flex   | Motorola Flex via T-Mobile  | GIS specialist who will be supporting the CAD with GIS data                                |
| <b>North Las Vegas</b> | Motorola Solutions PremierOne                         | Mobile laptops running Motorola PremierOne  |  |

| PSAP                   | 9-1-1 Equipment  | Radio System   |
|------------------------|--|--|
| <b>Boulder City</b>    | WesTel 9-1-1   | SNACC radio system, Motorola Consoles                    |
| <b>CCC</b>             | Motorola Vesta 911/ Lumen, 911 transfers from primary PSAPs, with ANI/ALI data | SNACC radio system, Motorola Consoles                    |
| <b>Henderson</b>       | Intrado Viper 911 system provided by Lumen, via CAMA trunks                    | SNACC radio system, Motorola Consoles                    |
| <b>Las Vegas Metro</b> | Motorola Vesta/Lumen Centrex Analog Lines                                      | LVMPD- Motorola Solutions P25, Trunked, 700 MHz 26 sites |
| <b>Mesquite</b>        | Intrado Viper 911 system by Lumen, (supports non-emergency calls)              | LVMPD - Motorola Solutions P25, Trunked, 700 MHz         |
| <b>North Las Vegas</b> | 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 |
|------------------------|--------------|-------------------------|
| <b>Boulder City</b>    | \$107,042    | \$81,292                |
| <b>CCC</b>             | \$1,975,191  | N/A                     |
| <b>Henderson</b>       | \$911,213    | \$758,723               |
| <b>Las Vegas Metro</b> | \$1,955,000* | \$3,700,000             |
| <b>Mesquite</b>        | \$132,437    | \$63,642                |
| <b>North Las Vegas</b> | \$546,339    | \$360,935               |

*\*Increasing to \$4,444,060 in FY25. 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.\*\*

*\*\*Financial information including an estimate of allowable costs was revised in March 2025. The updated information is presented in section 7.2. Updated allowable categories and changes to the NRS based on SB 208 (2025) were included in the revision.*

## 6 Population Growth, Phone Lines, & 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. The revised population projections from the Nevada State Demographer estimate Clark County's population will grow from 2.44 million in 2025 to approximately 2.62 million by 2029. The revenue projection model now assumes a line-per-capita multiplier of 1.17 derived from the most recent year of actual surcharge collections in Washoe County.

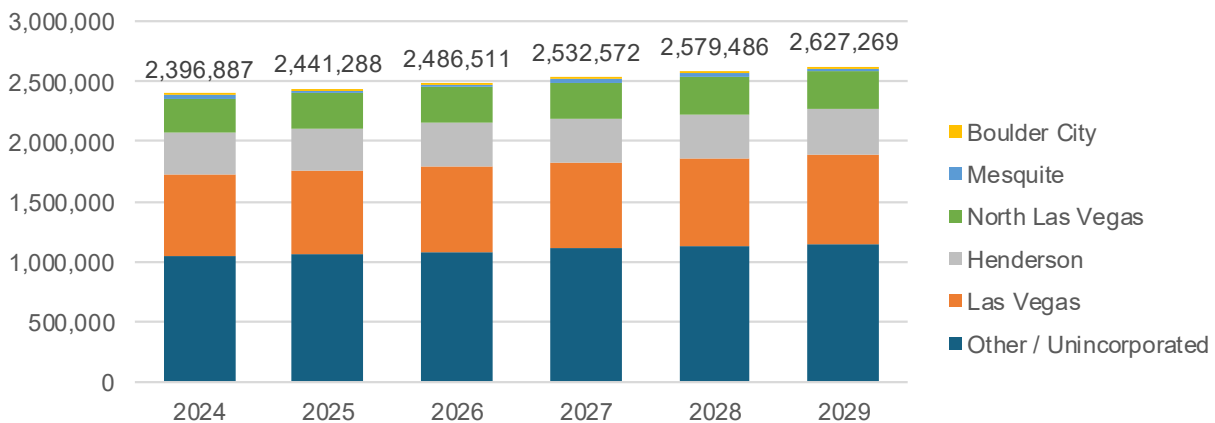
The following table presents the Nevada State Demographer estimates of Clark County's population with the 2023 data (used in the initial stages of developing the Plan) and the updated 2024 estimate:

| Year | Plan Projection | Updated Projection |
|------|-----------------|--------------------|
| 2025 | 2,441,288       | 2,443,000          |
| 2026 | 2,486,511       | 2,493,000          |
| 2027 | 2,532,572       | 2,537,000          |
| 2028 | 2,579,486       | 2,578,000          |
| 2029 | 2,627,269       | 2,617,000          |

Revenue estimates project ~\$35 million for the first year of full collection at the \$1.00 surcharge rate. By 2029, Clark County's population is expected to reach nearly 2.62 million, driving changes in the number of both wireless and wireline/VOIP connections.

Using data from the FCC, actual Washoe County revenue, and the State Demographer's Office, the projections estimate an increase in total phone connections. Additionally, 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 County<sup>3</sup>



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

## 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 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 total. 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 9-1-1 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 the 0.24 per-capita ratio to Clark County suggests approximately 552,600 wireline and VoIP connections in 2022.

Based on 2022 estimates, the future number of wireless, 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 shown<sup>4</sup> rates of cell phone ownership to remain steady since 2021). The number of wireline connections per capita is assumed to fall by 1% annually<sup>5</sup> 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          |
| <b>Total Connections</b>  | <b>3,068,747</b> | <b>3,107,137</b> | <b>3,145,662</b> | <b>3,184,011</b> | <b>3,222,875</b> |

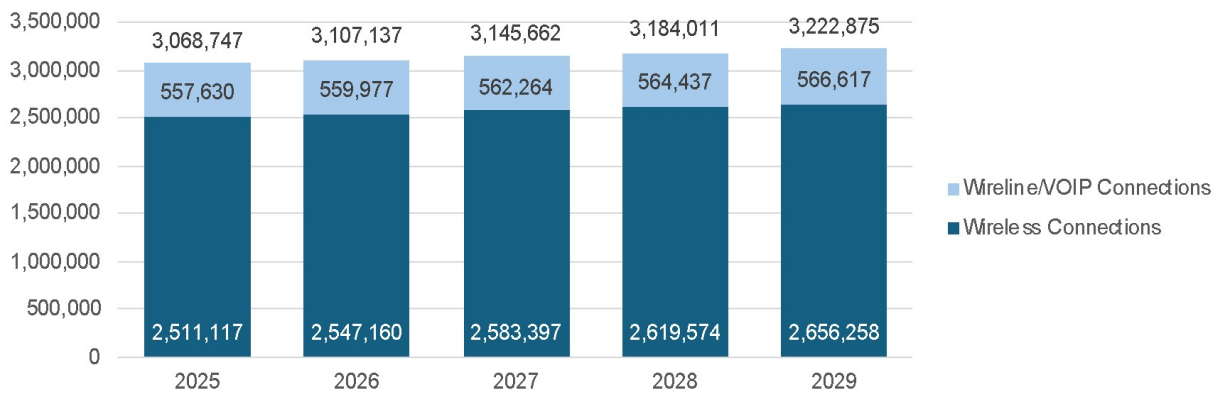
The following chart illustrates the anticipated growth in the number of wireless and wireline/VOIP connections:

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

<sup>5</sup> Source: 2018 City of Henderson Enhanced 9-1-1 Revenue Memo



**Projected Phone Lines – Clark County**  
(based on 2023 data)



**Clark County Annual Surcharge Revenue Projections – Through 2030**

The table below reflects the projected annual surcharge revenues using the updated Clark County population forecasts with an extrapolated 2030 figure. Calculations apply a 1.17 lines-per-capita multiplier and assume a \$1 monthly surcharge per line (\$12 per line annually):

| Year | Population | Lines (@1.17 per capita) | Projected Annual Revenue |
|------|------------|--------------------------|--------------------------|
| 2026 | 2,493,000  | 2,916,810                | \$35,001,720             |
| 2027 | 2,537,000  | 2,968,290                | \$35,619,480             |
| 2028 | 2,578,000  | 3,016,260                | \$36,195,120             |
| 2029 | 2,617,000  | 3,061,890                | \$36,742,680             |
| 2030 | 2,658,333  | 3,110,250                | \$37,322,995             |

**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 as well as 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) 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 issued to each PSAP. Requested information included budgets, technology, facilities, and contracts. Actual and projected costs from the PSAPs form the basis of these estimates. In early 2025, a new “Request for Data” was issued to each PSAP. Information provided stemming from the new request reflected the expansion of the “allowable” categories for 9-1-1 expenses due to legislative changes in the State of Nevada.

Capital costs are revised to incorporate deferred and new investments in NG9-1-1 readiness, GIS modernization, and replacement of major system components. Importantly, SB 208 now authorizes the use of surcharge funds for PSAP facility investments, provided space is functionally dedicated to 9-1-1 operations. Examples of allowable capital expenses now incorporated include:

- NG9-1-1-compatible call-handling platform upgrades
- GIS platform rebuilds and database standardization
- Mobile data and public safety radio equipment replacements (radio lifecycle costs)
- Construction costs for dedicated PSAP space (facility buildouts/retrofits)
- Logging recorder and time synchronization systems
- Facility infrastructure (UPS, cooling, etc.) dedicated to 9-1-1 systems

Emergency Dispatch Facility costs are now expressly eligible and included per SB 208. Capital requests from each agency will be subject to prioritization by the 9-1-1 Advisory Committee and phased over the Plan period. This approach defers large capital outlays until annual surcharge revenue stabilizes, avoiding early depletion of the fund.

A smoothed capital expenditure model will defer large outlays into later years, aligning with surcharge revenue stability and the \$15 million fund cap. A notable change from the original plan is the inclusion of dedicated PSAP facility investments, now expressly authorized by SB 208 if the space is functionally and physically dedicated to emergency call handling operations. These costs had been excluded under previous interpretations of allowable use but are now explicitly authorized under the amended statute.

Examples of allowable capital expenses now incorporated in this Plan include:

- NG9-1-1-compatible call-handling platform upgrades
- GIS platform rebuilds and database standardization
- Public safety radio system costs
- Construction costs for dedicated PSAP space (where applicable)

- Logging recorder and time synchronization systems
- Facility infrastructure such as UPS and cooling dedicated to 9-1-1 systems

Capital requests from each agency are subject to prioritization by the 9-1-1 Advisory Committee and will be phased over the Plan period to align with any expenditure strategy (as outlined in Section 12.6). This approach defers large capital outlays until annual surcharge revenue stabilizes, avoiding early depletion of the fund.

The costs presented in the charts in this section (7.2 and 7.3) are a compilation of the proposed expenditures 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 enforcement departments 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 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” are generally considered allowable by the NRS and the FCC.

### 7.2 Estimated 9-1-1 Related Costs for Next Five Years

| <i>Estimate of Allowable 9-1-1 Surcharge Costs by Agency</i> |                     |                     |                     |                     |                     |                             |
|--|---------------------|---------------------|---------------------|---------------------|---------------------|-----------------------------|
| Public Safety Answering Points (PSAP)                        | 2026                | 2027                | 2028                | 2029                | 2030                | Estimated Total 5-Year Cost |
| <b>Boulder CCC*</b>  | \$367,808           | \$626,728           | \$367,808           | \$367,808           | \$367,808           | <b>\$2,097,959</b>          |
| <b>Henderson LVMPD</b>                                       | \$19,204,916        | \$10,534,055        | \$7,097,055         | \$6,914,055         | \$5,284,055         | <b>\$49,034,137</b>         |
| <b>Mesquite NLV</b>  | \$4,241,829         | \$13,861,829        | \$3,861,829         | \$4,861,829         | \$3,861,829         | <b>\$30,689,146</b>         |
|  | \$11,186,067        | \$28,186,067        | \$11,186,067        | \$11,186,067        | \$11,186,067        | <b>\$72,930,335</b>         |
|  | \$2,224,165         | \$2,379,665         | \$2,418,665         | \$2,493,665         | \$2,288,665         | <b>\$11,804,825</b>         |
|  | \$1,945,039         | \$1,945,039         | \$2,066,039         | \$3,345,039         | \$1,945,039         | <b>\$11,246,194</b>         |
| <b>Grand Total</b>   | <b>\$39,169,824</b> | <b>\$57,533,383</b> | <b>\$26,997,463</b> | <b>\$29,168,463</b> | <b>\$24,933,463</b> | <b>\$177,802,596</b>        |

\*CCC includes Las Vegas Fire and Rescue, Clark County Fire Dept, and the North Las Vegas Fire Dept.

Notes: This table includes a consolidated summary (“Totals 2026–2030”) that rolls up each agency’s total 9-1-1 surcharge eligible costs by fiscal year. Listed are annual totals for fiscal years 2026 through 2030. Each agency’s fiscal year value represents the sum of their respective assumed allowable 9-1-1 recurring and capital costs. The “Grand Total” row at the bottom provides the countywide sum by fiscal year.

### 7.3 Estimated Event Recorder Five Year Costs [2024 cost submissions]

| Body Worn & In-Vehicle Cameras by Agency | Current Incident Recording Costs | 2025               | 2026               | 2027               | 2028               | 2029               | Estimated Total 5 Year Cost |
|--|----------------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|-----------------------------|
| LVMIPD                                   | \$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                   |
| <b>Total (BWC + Vehicle)</b>             | <b>\$4,964,592</b>               | <b>\$5,113,530</b> | <b>\$5,266,936</b> | <b>\$5,424,944</b> | <b>\$5,234,310</b> | <b>\$5,277,009</b> | <b>\$26,316,729</b>         |

Notes:

- 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 2024 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 FCC Rulemaking” for a full description of this issue.

## 8 Determine 9-1-1 Surcharge Fee Amount

This updated Plan recommends a \$1.00 per line surcharge which is projected to generate ~\$35 million in the first year of full collection, aligning with PSAP costs and the \$15 million fund balance cap under SB 208. The surcharge fee must balance projected revenues with recurring and capital expenditures while ensuring compliance with the statutory annual fund cap.

### 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 Section 7, “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 \$15 million maximum allowable fund balance at the end of any fiscal year.

### 8.2 Capital Costs

Based on the updated PSAP cost submissions, total five-year expenditure requests are projected at to peak at \$57.5 million in 2027 for allowable expenses, excluding event recorders. Please see Section 7.2 for the updated estimates.

At the \$1.00 surcharge rate, estimated annual revenue of ~\$35 million per year provides capacity to fund recurring costs, phase capital investments, and maintain the fund balance below the \$15 million cap. The smoothed expenditure model phases major projects (e.g. ESInet deployment, CAD modernization, facility buildouts) into later years to avoid early deficits and preserve reserve strength. To calculate the potential capital costs, 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 as much as \$57.5 million (2027) within the five-year period (2026-2030) of this Plan. A large part of this number is 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 CAD system may take up to three 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 CCC, 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 nationwide interest and deployment of the use of artificial intelligence (AI) in emergency dispatch processes is expected to impact dispatch center operations and costs. As AI-powered emergency dispatch 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

The \$1.00 per-line surcharge (maximum allowed by NRS) is recommended because projected collections at this rate are sufficient to meet identified allowable recurring obligations across all PSAPs and to phase priority capital investments—NG9-1-1 migration, facility build-outs dedicated to 9-1-1 operations, radio lifecycle replacements, GIS modernization, and logging/time-sync systems—while maintaining the year-end balance below the statutory \$15 million cap. Setting the surcharge at the maximum provides a necessary margin for cost volatility (vendor pricing, licensing changes, carrier mix, inflation) and project timing risk, reducing the likelihood of mid-cycle shortfalls, deferrals, or emergency reallocations.

The recommendation also supports a smoothed capital expenditure strategy: front-loaded recurring costs are covered immediately, and higher-cost projects are sequenced as revenue stabilizes, preserving reserve strength and compliance with the cap. In addition, SB 208's recognition of facility eligibility increases capital scope; the \$1.00 rate ensures those projects can be advanced without crowding out core 9-1-1 technology needs. Operationally, a clear, stable rate simplifies program planning for PSAPs and improves transparency for stakeholders.

Finally, adopting the maximum rate does not foreclose future adjustments. The surcharge and expenditure plan will be reviewed annually alongside fund balance, project actuals, and updated population/line forecasts. If collections consistently exceed needs under the statutory cap, the Committee can recommend a reduction; conversely, if costs rise or timing accelerates, a well-managed fund will already be positioned to sustain service levels and resiliency without disruptive changes.



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

This section outlines the requirements of NRS 244A.7645—establishing a 9-1-1 Surcharge Advisory Committee, creating a special revenue fund, and setting the maximum allowable uncommitted year-end balance—and provides examples of other counties’ committee bylaws, 9-1-1 fund ordinances, and fund-distribution approval processes. It also notes that Clark County must adopt an ordinance that defines the surcharge framework, including fund creation and management as well as the Committee and its bylaws. Washoe County serves as a model, having enacted its original ordinance in 1995 and begun collection in January 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). Amongst 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 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 a 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 sheriff's 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 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. In 2024, the Bylaws were 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

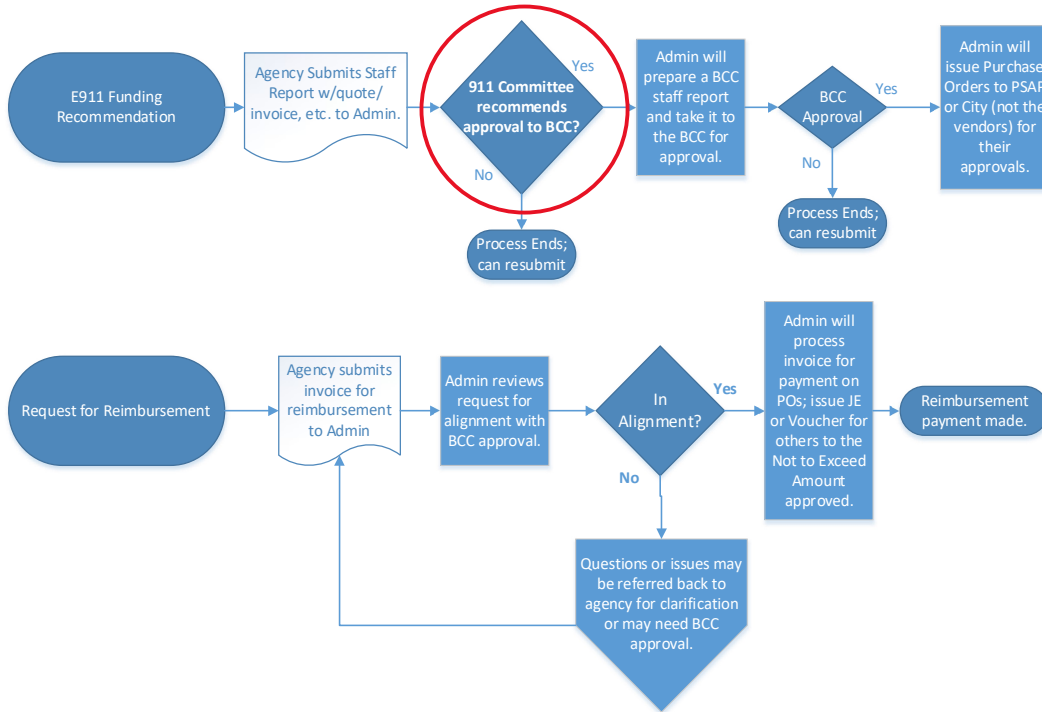
Pursuant to SB 208, the maximum allowable fund balance is now \$15 million for counties over 700,000 in population. This balance represents the maximum that may be retained at the end of any fiscal year, not a cap on total expenditures. The increased cap provides greater financial flexibility to phase high-cost capital projects and sustain operations under fluctuating revenues. In accordance with updates initiated by SB 208, NRS 244A.7645 states:

*6. If the balance in the fund created in a county whose population is 700,000 or more pursuant to subsection 3 which has not been committed for expenditure exceeds \$15,000,000 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 \$15,000,000.*

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

In this example, the Advisory Committee will review funding requests from PSAPs, prioritize them according to statutory guidance, and make recommendations to the BCC. The BCC will then approve distribution of funds from the surcharge revenue, ensuring allocations remain within the allowable use categories and under the statutory \$15 million fund balance cap.

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 setup 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 CCC, 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 agencies involved 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 began in June 2024. 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.

### 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.
- Either 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.

- Servers 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 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 video and audio features for staff to communicate with after-hours 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 of 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.<sup>††</sup>

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.

---

<sup>††</sup> 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 establish the required 9-1-1 Advisory Committee. This Committee would be the body to make a recommendation to the 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 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 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. Bylaws for the 9-1-1 Advisory Committee should be adopted to ensure the 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, and this updated Plan, 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 newest NRS-established fund balance limit of \$15 million in any year. The analysis suggests that a \$1.00 surcharge approach is recommended, with the possibility of a future adjustment to ensure financial sustainability and compliance with constraints. Please see section 8.3 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 \$15,000,000 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 a 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 NG9-1-1 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 ineligible 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 FCC rulemaking and annual reports to Congress. This working group will be responsible for staying updated on changes to the 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 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 CFR Title 47 § 9.23 (no “.1).

According to the 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 3.4 “9-1-1 Surcharge Expenditures and FCC Rulemaking” for more information about this recommendation.

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

Annual review is required under NRS to maintain compliance with the \$15 million fund balance cap established by SB 208. Reviews will also assess whether the surcharge rate remains aligned with revenue and expenditure trends. 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 \$15,000,000 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 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 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>

## **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)

## **Appendix C, Nevada Senate Bill No. 208 (2025)**

Revises provisions governing certain surcharges imposed by a county.

<https://www.leg.state.nv.us/Session/83rd2025/Bills/SB/SB208.pdf>