



NEVADA COUNTY BOARD OF SUPERVISORS
Board Agenda Memo

MEETING DATE: April 7, 2025

TO: Board of Supervisors

FROM: Shannan Moon, Sheriff-Coroner-Public Administrator

SUBJECT: Resolution authorizing the replacement and installation of dispatch 9-1-1 Call Processing Equipment (CPE), including five years of maintenance, and to be funded by Cal OES, 9-1-1 Emergency Communications Branch, to replace existing equipment in the amount of \$463,898.23 and to accept as a capital asset.

RECOMMENDATION: Approve the Resolution authorizing the replacement of 9-1-1 CPE as a capital asset for Dispatch in the amount of \$463,898.23.

FUNDING: The Dispatch 9-1-1 CPE will be funded by Cal OES. There is no monetary contribution required from the County, but it will be a County-owned capital asset. There is no impact to the General Fund.

BACKGROUND: The Nevada County Sheriff's Office Regional Dispatch Center has been designated by Cal OES as a Primary Public Safety Answering Point (PSAP). The Regional Dispatch Center provides public safety dispatch services for the County and the police departments in Grass Valley, Town of Truckee and Nevada City. One of the primary services provided by Regional Dispatch is fielding the 9-1-1 calls for the County. Regional Dispatch is legally required to process and record all 9-1-1 calls. Upgrading to the newer VIPER platform provides a significant boost in reliability, performance, and next generation (NG9-1-1) 9-1-1 readiness. Our current system is at the end of life and is in need of replacement.

The modern system is more resilient due to improved redundancy, faster and smoother failover, and support for virtualized infrastructure that simplifies maintenance and recovery. Call-takers benefit from a cleaner, faster, and more intuitive interface, while administrators gain better security, easier updates, and stronger integration with CAD, mapping, and recording systems. Overall, the upgrade enhances operational continuity, reduces downtime, and positions the PSAP for future technologies and NG9-1-1 capabilities. Most importantly, it leads to faster, more reliable emergency call handling,

which improves response times and ensures the public gets help quickly and without interruption. Other enhancements include the ability to translate and transcribe calls, receive text and video 9-1-1 messages.

California Government Code Sections 53100-53120 authorizes the California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch) to oversee the disbursement of funds collected from the State Emergency Telephone Number Account (SETNA) and to oversee the CA 9-1-1 system for the State of California. The County of Nevada has been allocated \$571,000 in funding support for a five-year Call Processing Equipment (CPE) maintenance cycle by the 9-1-1 Branch. The Sheriff's Office has identified replacement of the 9-1-1 equipment as a high priority, and it is an eligible use of the 9-1-1 funds.

The Cal OES 9-1-1 Branch will directly purchase the equipment from AT&T on behalf of the Nevada County Sheriff's Office. However, the County will own the equipment, and it would be a capital asset of the Nevada County Sheriff's Office. The AT&T 9-1-1 CPE VIPER equipment has been identified as the appropriate equipment to fit our needs. The cost of the equipment and maintenance agreement, with tax, is \$463,898.23.

The Sheriff's Office seeks approval to request the acceptance of this equipment by Cal OES 9-1-1 Branch and allow the Nevada County Sheriff's Office to take ownership and designate as a capital asset.

Initiated by: Matthew Waite-McGough
Approved by: Shannan Moon