

**MINUTES**  
**Tarrant County 9-1-1 District**  
August 17, 2020

According to Section 551.021 of the Government Code, minutes of a meeting must state the subject of each deliberation and indicate each vote, order, decision, or other action taken. These minutes do not include a summary of the discussion but only reflect the action taken by the body. A complete audio recording of this meeting is available on the District's website [www.tc911.org](http://www.tc911.org).

A meeting of the 9-1-1 Board of Managers was held at 12:00 PM, Monday, August 17, 2020, in the Training Room of Tarrant County 9-1-1, 2600 Airport Freeway, Fort Worth, TX 76111. Don Crowson presided.

**Board Members present:**

Don Crowson, Chair  
Rick Brunson, Vice Chair  
Aubry Insko, Treasurer  
Douglas Hooten  
Jeff Spivey  
Robert Brooks, Secretary

**Board Members absent:**

Brian Johnson  
Jim Davis

**Others present:**

Cara White, Attorney  
Bill Paxton, The Eppstein Group

**Staff Members present:**

Shinar Haynes, Executive Director  
Renee Boeglin, Executive Assistant  
Aniel Austin, Finance Manager  
Kevin Kleck, Director of Technical Services  
Shantelle Oliver, Director of Support Services  
Monte Cockrum, Technology & Network Support Manager  
Sarah Sellers, Systems Support Manager  
Phillip Rohrbough, GIS Manager  
Travis Trevino, Interoperability Coordinator  
Chase Dunn, GIS Technician  
Stephen Rorai, IT Support Technician  
Kishu Sharma, IT Network Technician

**CALL TO ORDER**

Don Crowson called the meeting to order at 12:00 PM.

**AGENDA ANNOUNCEMENTS**

No agenda announcements.

**BOARD OF MANAGERS UPDATE**

No manager updates.

**CONSENT AGENDA ITEMS**

Chief Crowson made a motion to approve minutes for the June 22, 2020 & August 3, 2020 Board of Managers meetings, accept monthly Financial Reports, and accept Report of Payments over \$5,000.00. Rick Brunson stated June 22 needs to be amended to July 20; the June 22 minutes were approved at the July 20 meeting

**Motion to approve the consent agenda items with the correct date was made by Chief Spivey and seconded by Doug Hooten. Motion passed unanimously.**

**PURCHASES OVER \$25,000**

A. RN20-026 – 2 Dell VMWare Servers

Monte Cockrum presented the District's request of \$45,415.92 to purchase two Dell VMWare servers for the final hardware for the virtualized server project.

**Motion to approve the District to purchase two Dell VMware servers (\$45,415.92) was made Chief Spivey and seconded by Doug Hooten. Motion was passed unanimously.**

## PRESENTATIONS

- A. Construction Update – Shinar Haynes reported the construction is 95% complete; the only thing missing is the lock on the NOC door and training on the AV system.
- B. Updated on Text to 9-1-1 – Shinar Haynes reported there was a three-month delay due to COVID, and engineers were not permitted to come onsite. We had the sample Text to 9-1-1 in our lab for several months, which training was built on testing and now have the live version in our lab only that we have been testing for the last two weeks. Motorola is actively working on our systems so we can go live, looking at potentially October 1.
- C. Update on VESTA System – See below
- D. Updated on UPS Activities – See below
- E. Pictometry/Eagle View Update – See below

Kevin Kleck, Director of Technical Services, gave an overview of his team and introduced the managers of the three departments: Monte Cockrum – Network Support & IT, Phillip Rohrbough – GIS, and Sarah Sellers – Systems Support. Each manager explained the role of their department and discussed current and recently completed projects.

Monte Cockrum, Technology and Network Support Manager, oversees two groups, and a total of four team members. The administrative IT team provides support for the people that support the PSAPs. Responsibilities include managing and maintaining workstations and servers, servicing trouble tickets, protecting data by implementing disaster recovery and backup solutions, supporting multiple admin networks, and providing VPN access for employees. The PSAP network support team monitors about 200 routers, switches, routers, firewalls, and gateways for all PSAPs in the District. They are responsible for design implementation, testing of the network that carries 9-1-1 traffic, monitoring trends, identifying potential issues, analyzing traffic, keeping PSAPs online, and reviewing and responding to PSAP network outages to ensure minimal downtime.

Phillip Rohrbough, GIS Manager, reported the GIS department is a team of five, and their primary function is to GIS mapping data that is integrated with the 9-1-1 system in use at the PSAPs. The District's GIS department manages 203 data layers. Data comes from member agencies, which is first entered into MSAG, and then GIS data is updated. Keeping GIS data updated is a never-ending process. NENA recommended standard for ALI data to match GIS data is a 98% minimum success rate. Our rate is 99.22%, with over 1.06 million ALI records. GIS department also provides digital data distributions, hardcopy map production requests, and community assistance projects. Rick Brunson asked if all cities have GIS departments, and Phillip responded many do, but not all. Rick then asked how many we are the GIS department for the District, and Philip answered about half. Shinar stated we are the only authority to do GIS for 9-1-1, so if a city has a GIS department, they do not have the authority to maintain the 9-1-1 mapping, that is only Tarrant County. She said because we do such a good job, many cities ask us for our data. Chief Crowson agreed with Shinar and stated the District's layers are much more accurate.

Sarah Sellers, Systems Support Manager, oversees the Systems Support group of two, responsible for fielding questions from PSAPs on various topics daily, tracking down and resolving issues, PSAP moves, PBX phone change-outs, etc. Ongoing, everyday projects include ECaTS assistance, new user training, specialized training at requested PSAPs, configuration changes for speed dials, addition and removal of agents within VESTA, maintaining UPS and generators for District-owned power devices, and HVAC repair or maintenance for RBUs. The District will be reaching out to sites to discuss contingency options. There is an option where you can have an overflow 9-1-1 cue. For example, if Forest Hill does not answer in a certain amount of time, then they can overflow those calls to Dalworthington Gardens. Both cities like the idea and agreed to allow the District to implement. The District will evaluate ECaTS and start making visits to other PSAPs to see if they want to participate. The Systems Support group is also working with the PSAPs on various tasks in preparation for Text to 9-1-1.

#### F. Overview of Grant Program to Date

Shinar Haynes stated after the last budget meeting, she received several requests for different documentation regarding the budget and Grant Program. Rick Brunson asked Shinar for grant requests for 2020, and she and Travis Trevino worked on an overview of grant requests for the last 10 years. Shinar said at this time we do not have interoperability and explained interoperability of radio is one system where everybody has a profile, regardless of the agency, and the profiles can be interchanged with one radio without creating any interoperability groups. NG911 is an IP situation where over the internet, you can interconnect, communicate, and transfer as well as receive different types of media without doing anything special outside of your network. The Board was provided with 2020 grant requests for the cities of Arlington, Fort Worth, Grand Prairie, Irving, Mansfield, and Tarrant County Sheriff's Office; a list of projects funded outside the Assistance Programs; and summaries of the primary requests for the PSAP Assistance and P25 Assistance Programs over the last 10 years. Rick stated he asked for the report to be included because he agreed with what Mayor Johnson said at the Mayors' Council meeting. Mayor Johnson said these funds were established to incent our member cities to be able to invest in new technologies and move themselves forward in being able to respond to 9-1-1 services. He said if you look at the list, that is not what the money being spent on. Chief Crowson and Aubry Insko discussed putting additional limits on items that can be reimbursed to keep funding. Some of the items that have been reimbursed are not technology-related or training of our first responders. Chief Crowson suggested bringing the criteria issues to the next Board meeting. Shinar stated the P25 Assistance is very narrow because we are only permitted to pay for things that actually affect the PSAP when it comes to the radio, but the PSAP Assistance is very ample. Chief Crowson and Aubry suggested having a committee go over the criteria before the next Board meeting. Aubry, Rick, and Travis will be part of the committee. It was recommended that Chief Spivey, Chief Davis, or Mayor Johnson be part of the committee as well.

#### **9-1-1 SERVICE FEE RESOLUTION: RN20-025**

Cara White, Attorney, stated there are two Resolutions in the packet and the District can act on them together or separately. Chief Crowson asked Cara if it is recommended we separate, and she confirmed.

**Motion to approve the Resolution Approving Classifications and Rates for the 9-1-1 Emergency Service Fees on Service Users for Local Exchange Assess Lines and Equivalent Local Exchange Access Lines was made by Rick Brunson and seconded by Doug Hooten. Motion passed unanimously.**

**Motion made to hold off on the Resolution Clarifying the Classifications of Voice over Internet Protocol Services within the Definition of a Local Exchange Access Line and an Equivalent Local Exchange Access Line and seconded By Rick Brunson. Motion passed unanimously.**

#### **EXECUTIVE DIRECTOR REPORT**

- A. Z-Axis – Shinar reported the started date has not changed. The carriers plan to provide Z-Axis information in April 2021. **No action taken.**
- B. Strategic plan update – Shinar stated she would hold off until the next Board meeting since Chief Davis is absent. **No action taken.**
- C. Next Generation Activities – Shinar stated the team discussed Text to 9-1-1 and upgrade to the IP network. The District is doing presentations with various agencies on core services. **No action taken.**
- D. Performance Evaluations – Shinar reported the District is completing performance evaluations for the year. **No action taken.**

#### **BRIEFINGS**

- A. Legislative Update – Bill Paxton reported leadership has looked at the archives and see how the Legislature handled the 1919 Spanish Flu pandemic. He's hearing that if someone is going to testify in a committee hearing, a staffer will meet them at the door of the capitol, take them to a committee room, they will offer

their testimony, then they will take them right back out of the capitol. There will not be a Tarrant County day or 9-1-1 day at the capitol. They are going to limit visitors as much as possible.

- a. 9-1-1 Reliability Funding – Bill reported the Alliance has turned in copies of the three Bills to Legislative Council so Legislative Council can draft the Bills into the proper format. The next step for Alliance is to schedule a meeting with Senator Kelly Hancock from North Richland Hills. The reason is the Bills will go through the Senate Business & Commerce Committee, and we need to know how Senator Hancock feels about the issue and each Bill draft.

**EXECUTIVE SESSION**

There was no Executive Session.

**PUBLIC COMMENTS**

There was no public comment.

Rick Brunson reported that Judge Whitley was notified on Friday that he had been appointed to the FCC Intergovernmental Advisory Committee for two years.

**ADJOURNMENT**

The meeting was adjourned at 1:35 PM.

**\*\*\* NEXT BOARD MEETING: Monday, September 21, 2020, at 12:00 PM by WebEx meeting. \*\*\***

Don Crowson, Chair  
Tarrant County 9-1-1

ATTEST: Robert Brooks  
Tarrant County 9-1-1

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