

**MINUTES**  
**Tarrant County 9-1-1 District**  
March 23, 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 special called meeting of the 9-1-1 Board of Managers was held at 11:00 AM, Monday, March 23, 2020 via WebEx conference call from Tarrant County 9-1-1, 2600 Airport Freeway, Fort Worth, TX 76111. Rick Brunson Brunson presided.

**Board Members present:**

Rick Brunson Brunson, Vice Chair  
Douglas Hooten  
Aubry Insko Insko  
Jeff Spivey  
Brian Johnson  
Robert Brooks, Secretary (AT&T)

Aniel Austin, Finance Manager  
Mandy Chanthapanya, Admin. Assistant  
Gail Wicks, Telephony Analyst  
Phillip Rohrbough, GIS Manager  
Warren Austin, GIS Analyst  
Gary Ross, GIS Liaison  
Sarah Sellers, Systems Support Manager  
Yvonne Krumm, PSAP Support Analyst  
Monte Cockrum, Network Support Manager  
Danny Willars, Security Analyst  
Travis Trevino, Interoperability Coordinator  
Abigail Dudek, Public Education & Info. Coord.  
Lauren Hall, GIS Specialist  
Erin Zuzik, Operation Support Specialist  
Robbie McCormick, Training & Devel. Coord.  
Sofia Brabham, Lead Trainer

**Board Members absent:**

Don Crowson, Chair  
Jim Davis

**Others present:**

Wayne Olson, Attorney

**Staff Members present:**

Shinar Haynes Haynes, Executive Director  
Shantelle Oliver, Director of Support Services

Rick Brunson Brunson called the meeting to order at 11:00 AM.

### **COVID-19 DISTRICT COOP PLANNING**

A. Discussion/actions concerning the COVID-19 District COOP planning and remote activities.

#### **No action taken.**

Change to Continuity of Operations Policy – Shinar Haynes Haynes

“Alright, I appreciate you guys coming on such short notice. I think we can all appreciate the last seven days have changed dramatically how most people are working in this country let alone in North Texas, North Central Texas. The morning the Surgeon General Mr. Adams, Dr. Adams advice that this is week two of the upswing for those that have been going through somewhat of an incubation period and initial stages of the virus and so we can anticipate an upswing in cases as well as death. The majority of the district as well as many of our COGS and emergency communication districts have gone to changed their mode of working especially their administrative staff to protect the continuity of operates as well as the staff. In Tarrant County we have, as a district we have, a unique situation like our fellow district directors in that our staff is very different from many other operations that have more than on individual covering positions or several individuals covering positions that if in fact someone gets sick for a two-week period it would not dramatically hinder operates. We do not have that luxury here, as of right now, the slide that you see (for those that are able to see it) 5 of our 10 departments have some redundancy in personnel and then 5 of our 10 departments do not. With that in mind and with the suggestions of Tarrant County as for as not quite sheltering in place but putting more of our employees on line remotely which as I advised the board last week can be done with them having the ability to work from home or from a regional backup center fulfilling all of the responsibilities that they would sitting at their desk. Our team has made efforts, we sent everyone home on Friday with a laptop and whatever materials they needed. We all logged into a WebEx conference call. We all performed activities on Friday to make sure people could VPN safely as well as reach all the documents they need for working. We are fully confident that every member of the district staff is able to work remotely without interruption.

With that in mind, for departments that have redundancy in personnel the CPE department, the network-IT department, our GIS department, our Training department, and our Telephony department effective tomorrow will begin working with 50% capacity in the building with remote working and working from home. As far as our department with single employees, Finance, Interoperability, Public Education and Administration. Our Finance Manager is a solitary position. He has very limited backup and so beginning tomorrow he will begin working from home. Our Interoperability employee is very familiar with the CPE process as well as some of our network and telephony functions and he will begin to rotate in the schedule of remote versus office schedule that the CPE and IT Network team will be doing. Our Public Education, you know Abby, is a, she has no comparison so we definitely want to keep her safe and she has, she often works remotely. A large part of her job is remotely so she will begin sharing her brief week remotely as well. The administration side, really is our receptionist and Executive Assistant, they will remain in the office for now. If in fact we have an issue, those positions can be indeed be filled on a temporary basis and so there is no need to remote working at this time. My position, I will be here until such time it is not wise for me to be here. The leadership team of the District has sat down over the last three working days, and we have discussed the various opportunities for virtual working. Our regional backup sites are solitary. They are not used by the public or other members of public safety and our vendors have been advised they are not permitted on those, on those properties unless they have previous approval or an outage occurs. Our team is able to go to those backup sites and work remotely and complete various tasks that they will need to do. As I mentioned, all of our staff can work from home. They all have agency provided laptops. They all have ability to VPN into our network security. They all have the ability to make conference calls and they all have cells phones in case we need to reach them.

We will have limited staff in the main office, as was stated in the email last week we have basically isolated our office. We have no traffic coming in. No traffic going out other than going home. And we have limited all the vendors and specified appropriate handling for mail and packages that come into the building. For our employees who fit the new regulation by the Federal government, whether it be their own personal illness or illness taking care of a family member that is going through COVID-19 virus, will be adhering to the 14-day leave restriction and handling the FMLA/COVID-19 legislation appropriately. For those that are in the office, we will continue to have effective social distancing activities. We have two breakrooms fully functioning. We have three bathrooms fully functioning. As I mentioned, we have place for, put in processes to disinfect or isolate mail and packages that were received. Again no external personnel, no external meetings, or internal, and we have regular daily and weekly disinfecting behaviors. Next Monday our team will sit down we will closely follow all of the various avenues of information that we have, whether it be Sheriff, whether it be Homeland Security, whether it be the Department of Health, Public Health Department, as well local governments to allow us to dictate where we go after next Monday. I sent you guys a brief policy on teleworking or remote working. It is a policy, a skeletal policy outlined by the Society of Human Resource Management, with guidance on how to handle this situation of teleworking or remote working in general. I made the policy general enough that once we get over this crisis, it can be used later on and added to our Continuity of Operations Policy that we will update in the near future. And with that I have said with I need to say, so I'm opening up to the Board."

Rick Brunson asked "does anybody have any questions?"

Aubry Insko stated "I do not."

Rick Brunson said "In that case I....Shinar, I have two. Just for clarification purposes that 14-day COVID FMLA is for 80 hours of work time, correct?"

Shinar Haynes answered "That is correct."

Rick Brunson replied "Okay, and the second question is if our finance person is working remote, how are we going to process checks?"

Shinar Haynes answered, "So the one day that our Finance Manager will come in will be the day he prints checks, he will hand them off to me and then he will make his bank run then he will go back home."

Rick Brunson said "Okay"

Shinar Haynes stated "We will notify you as normal when the checks are ready."

Rick Brunson replied "Okay "

Aubry Insko asked "Are we talking about payroll check?"

Shinar Haynes answered by stating "Payroll is done electronically. No one receives a check, however we do pay, we do pay out a significant amount of checks as far as the normal functioning of our internal and external network."

Aubry Insko said "Got it, thank you."

Rick Brunson asked "Any other questions?"

Aubry Insko answered "Not regarding that."

Rick Brunson asked "Any other questions regarding the COVID-19 district planning process? Shinar, are you looking for approval for the policy and procedure by the Board?"

Shinar Haynes replied "I wasn't sure based on the conversation we had last week that's why I made sure Wayne was on this call if this is just a normal change of operations with the district whether I need to have a Board approval or not, or if this is just the Board recognizing that we are just changing the way we normally work is sufficient."

Wayne Olson stated "I don't see this as being an action item for the Board. It's mostly informative for the Board members. If you had any concerns about any of the operation plans that Shinar has outlined, now is the time to address those but otherwise I think it's just information for the Board members to let y'all know the change in circumstances that obviously needs to be made because of what we are dealing with right now."

Aubry Insko responded "Thank you."

Rick Brunson stated, "I don't have any concerns."

Aubry Insko stated "No", then asked "Do they have, and it might be outlined in the policy, but do they have backup power resources in the event they lose power in their home or Wi-Fi resources?"

Shinar Haynes answered stating "Yes, ma'am. If you refer back to the email that I sent the Board, I think Friday afternoon or Thursday, we advised that we have provided UPS to central personnel. Our network team and CPE team already are accustomed to working at home on the weekends and evenings so they already have those."

Aubry Insko replied "Thank you, ma'am."

Brian Johnson said "This is Brian Johnson. Does this mean that next couple of meetings probably also be through this app, application versus of meeting in person?"

Shinar Haynes answered by stating, "That is not outside the scope of being likely and so we are glad that everyone was able to join so we can get used to this. But I think that this week is pivotal to the 2-week period and the 14 days that has been recommended for quarantine or significant social distancing. So next week we can sit back down and speak, myself with Jeff, Rick or Don or whomever and decide from there. We are cancelling our future training classes and things like that, but at this time since Wayne did advise us that normal open meetings restrictions have been made flexible it would probably be in our best interest to anticipate that type of meeting. But you know anything can change."

Rick Brunson asked "I was wondering do I need to come by and sign the meeting paper?"

Shinar Haynes replied "I would assume so and we can have that for you on Thursday when you come and sign the checks."

Rick Brunson said "Okay. Any other comments or questions?"

Aubry Insko said "I have a question inquiry that relates directly to COVID and this process, so in thinking about the PSAP assistance fund and if this is not the right forum we can wait but thinking about the

PSAP assistance and how a lot of that will be due soon. A lot of these projects, I know for our PSAP, Grand Prairie, has been put on hold because I can't have those face to face meetings with people to talk about the project the way, is there an opportunity for us to postpone the due date on that because of this?"

Shinar Haynes replied "That's definitely something we can discuss in the future. This meeting is the kind of enclosed or encapsulated for just this purpose as an emergency meeting, but it is definitely something we can discuss in our next board meeting."

Aubry Insko said "Okay" (while Shinar Haynes was speaking). After Shinar Haynes finished speaking, Aubry Insko said "Thank you, ma'am."

Shinar Haynes replied "You're welcome."

Aubry Insko stated "I don't have any questions."

Rick Brunson asked "Any other comments or questions? Any other comments or questions?"

Aubry Insko and Jeff Spivey stated, "I have none."

Rick Brunson asked again "Any comments from the public?" (paused waiting for a reply, but there was no comment). Then he continued on by saying, "Thank you Shinar and staff for all this work that y'all are doing. Keep our PSAPs running. We're here to support you. And with that I'm closing the meeting."

Shinar Haynes said "Thank you all."

#### **PUBLIC COMMENT**

There was no public comment.

#### **ADJOURNMENT**

**Rick Brunson Brunson adjourned the meeting at 11:18 AM.**

**\*\*\* NEXT MEETING: Monday, April 13, 2020, at 12:00 PM by WebEx conference call or in the Conference Room of Tarrant County 9-1-1 District, 2600 Airport Freeway, Fort Worth, TX 76111. Location will depend upon COVID-19 regulations at that time. \*\*\***

Rick Brunson Brunson, Vice Chair  
Tarrant County 9-1-1

ATTEST: Robert Brooks  
Tarrant County 9-1-1