

MINUTES OF
SC 9-1-1 COMMUNICATIONS DISTRICT
BOARD OF MANAGER'S MEETING
OF
January 19th, 2022

The regular meeting of the Board of Manager's meeting was called to order by Chairman Gene Cottle at 10:03 AM on January 19th, 2022.

Board Members Present: Gene Cottle (in person)
 Johnny Brown (in person)
 Jerry Shamburger (in person)
 Fred Cowden (in person)
 Ron Shaffer (in person)

Staff Present: Bill Morales (in person)
 Louie Downey (in person)
 Danna Hudson (in person)
 Catarina Ridgeway (in person)

Guest: Ron Stutes- Attorney
 Laura Jewel- UT Health
 Tim Pinyon- Valley View Consulting
 Henry Ancheta-AT&T
 Billy Blakenship- AT&T
 Jeff Bievenue-AT&T
 Diane Bradbury- AT&T
 Danie Somes- Lindale PD
 Amanda Cook- Lindale PD

1. **Call to order and introduction.** Mr. Gene Cottle stated that there was a quorum present. Voting member Bobby Garmon was not present.
2. **Public Comment.** No public comment was made.
3. **Approval of December 15th, 2021 Board Meeting Minutes.** Mr. Cottle asked for comments or a motion. Mr. Johnny Brown made a motion to accept the minutes and Mr. Ron Shaffer seconded the motion, the motion was carried unanimously.
4. **Review and Approval December Financials.** Mr. Morales presented the financials for review and discussion. Mr. Morales stated for the month of December we are at 25 percent of the budgeted year. The expenses are at 7 percent and the income is at 13 percent of the budgeted year. Mr. Johnny Brown a motion to approve the financials and Mr. Jerry Shamburger seconded the motion. The motion

was carried unanimously.

5. Review Trouble Ticket reports for all SC911 District Public Safety Answering Points. Mr. Morales reported trouble tickets for December. Mr. Morales stated that for the month of November we really had no issues other than installation issues. Mr. Morales stated that on September 5th, Lindale PD went down, and calls were transferred to the admin line. Mr. Morales stated that same day Smith County went down and had calls transferred to admin line. Mr. Morales stated that he was contacted by Tyler PD with calls also going to admin line intermittently. Mr. Morales stated that a technician was dispatched. Mr. Fred Cowden stated that the T1 at SC 911 District was down. Mr. Cowden stated that half of bandwidth was down which was the basis for intermitted calls. Mr. Cowden stated the issue was external and was not an equipment issue. Mr. Morales stated that there were many trouble tickets generated for most PSAPS, Tyler PD, Smith County, Lindale PD, we will discuss these tickets in greater detail on agenda item number 9.

6. Review SC911 Database and GIS activities. Mr. Morales stated that Kim Wheeler is at the standards and best practices conference in San Diego, and there is nothing new to report.

7. Discuss, consider, and take any necessary action to authorize the District Director to award the Bank Depository Contract to Southside Bank for a two-year term commencing on April 1, 2022 and end on March 31, 2024 with the option to extend for one (1) additional two-year period under terms and conditions negotiated between the District Board of Managers and Southside Bank. Mr. Morales stated that Mr. Pinyon from Valley View Consulting is here to present a PowerPoint overview of the steps involved in the RFA process. The new contract will end March 31st and the new four-year contract will begin April 1st. Mr. Pinyon stated that the contract will be a two-year contract with the two-year renewal option. Mr. Pinyon presented the steps of the RFA and the three banks interested, Austin Bank, Southside Bank and Citizen's Bank. Mr. Pinyon stated that the analysis was shared with the staff and Valley View Consulting agrees with the recommendation of Southside Bank. Mr. Jerry Shamburger made a motion to authorize the District Director to award the Bank Depository Contract to Southside Bank for a two-year term commencing on April 1, 2022, and end on March 31, 2024 with the option to extend for one (1) additional two-year period under terms and conditions negotiated between the District Board of Managers and Southside Bank, Mr. Johnny Brown seconded the motion, the motion the motion was carried unanimously.

8. Receive report, discuss, and take any necessary action regarding recent 911 Network level of service (LOS) issues and procedural updates from staff, AT&T and associated vendors. Mr. Morales stated that Jeff Bievenue is present from AT&T. Mr. Bievenue stated the names and roles of representatives from AT&T. Mr. Bievenue stated he is on the 911 side and is the account manager. Mr. Bievenue stated that on the phone are Billy Blakenship sales engineer, Henry Ancheta service executive, and Diane Bradberry core side account manager. Mr. Morales presented Power Point to overview outages that took place on 12/5/21, /12/20/21, and 1/6/22. Mr. Morales stated that the issues were level of service as all 911 calls were rerouted to be answered. Mr. Morales stated the overview of monitoring services. Mr. Morales stated that the outage that took place on 12/5/21 was a Cama outage, and the calls going to Lindale and Tyler PD were rerouted to Smith County Dispatchers. Mr. Morales stated that in this situation it was a user error at the NOC when the wrong Cama trunk was tested by being mislabeled. Mr. Morales stated the Mr. Greg Hooten has corrected the issue locating the identification labels to make sure everything is labeled properly. Mr. Morales stated the

outage that took place on 12/20/21 created numerous tickets, which also impacted ETCOG. Mr. Morales stated that this eliminated that the issue was created by the new equipment. Mr. Louie Downey stated that we never received any alerts on monitoring, the network never showed a hard down, rather a derogated performance. Mr. Louie Downey stated that we forcibly changed routers to Suddenlink network, and calls were directed to the EOC. Mr. Louie Downey stated that we are working with Onshore to upgrade to advanced monitoring service. Mr. Louie Downey stated that Bill has put together a text distribution list and provided an escalation list for AT&T. Mr. Morales stated that by next month we should have an overview response from AT&T to follow up on the explanation of the outage. Mr. Morales stated the outage on 1/6/22 all Tyler PD positions disconnected for approximately 40 seconds. Mr. Louie Downey stated that from the activity view log the live calls were sent to Smith County. Mr. Louie Downey stated that Onshore was contacted but did not see a failure on the routers, so we created tickets with Motorola to start on investigation. Mr. Morales stated that we will follow up with updates on February's trouble ticket log. Mr. Morales stated that we will use the escalation list as needed if we have future issues. Mr. Morales stated we are looking into the idea of creating a back-up PSAP at the SC 911 District. Mr. Jerry Shamburger stated that a person who needs help must get to the proper person with a reasonable expectation, and the dispatcher should have the correct information to notify appropriate first responders.

9. District Directors report. Mr. Morales stated that he had nothing to report.

10. Adjournment. Mr. Johnny Brown made a motion to adjourn, and Mr. Jerry Shamburger seconded the motion at 11:27 am.